



ECPA

Educational Cooperative Purchasing Alliance

Request for Proposals:

ADA Digital Accessibility Solutions

Proposals Due/Public Opening: 12pm ET, Thursday, February 12, 2026

Key Contact: Kelly Taylor; ktaylor@ciesc.org

REQUEST FOR PROPOSALS

The Education Cooperative Purchasing Alliance (ECPA) is formally requesting proposals for comprehensive web accessibility solutions and related services that support compliance with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and applicable Web Content Accessibility Guidelines (WCAG), to result in a contract for use by participating entities. Awarded contract would be effective upon execution, through January 31, 2031.

Each participating Supplier that accepts this RFP is to respond to all required items as directed and submit an electronic proposal via the procurement site at: <https://ciesc.cooppurchase.com>. Suppliers may register by visiting <https://ciesc.cooppurchase.com> and then selecting "Vendor Registration." **ALL PROPOSALS MUST BE SUBMITTED ONLINE** by 12pm ET on Thursday, February 12, 2026, when proposals will be publicly opened, but, pursuant to Indiana law, the contents of competing proposals will not be made available at that time.

Proposals must be accompanied by the following items delivered via regular mail:

- **Original Notarized Non-Collusion Affidavit**
- **Original Bid Signature Page**

Please send these documents in a clearly marked, sealed envelope to:

ECPA
Attention: Kelly Taylor; RFP For Digital Accessibility Solutions
3500 DePauw Blvd, Suite 2020
Indianapolis, IN 46268

If there are any questions concerning this request for proposals, please contact Kelly Taylor at ktaylor@ciesc.org.

CALENDAR OF PROCESS

Please note that all dates are subject to change

Activity:

Issue RFP: December 29, 2025

Notice on Intent to bid (optional): January 19, 2026

Pre-proposal Conference (online and optional): January 23, 2026, at 12pm ET

Deadline for questions via email: January 28, 2026 (4pm ET)

Response to written questions: February 2, 2026 (4pm ET)

Proposal due date: February 12, 2026, at 12pm ET

Evaluation: February 12-March 6, 2026

Award: March 13, 2026

NOTICE OF INTENT TO BID: Vendors interested in submitting a proposal should provide written intent to bid (emailed to Kelly Taylor; ktaylor@ciesc.org) by **Monday, January 19, 2026**. Please include the following information:

- Vendor's legal name
- Name, title, email and phone number of primary contact person
- Brief statement of intent to submit a proposal

PRE-PROPOSAL CONFERENCE: A Zoom meeting will be held on Friday, January 23, 2026, at 12pm ET. A meeting link will be sent one day prior to the pre-proposal conference to primary contact of vendors that provide notice of intent to bid.

SCOPE OF SOLICITATION

INTRODUCTION: The Educational Cooperative Purchasing Alliance (ECPA) is a collaborative alliance between eight Indiana education service centers dedicated to streamlining the purchasing process for 300-member school districts. Our procurement team, led by the Central Indiana Educational Service Center, actively works to remove barriers for schools by vetting top suppliers, simplifying the procurement process while ensuring full compliance with state and federal regulations.

PURPOSE OF SOLICITATION: The Educational Cooperative Purchasing Alliance (ECPA), acting as the Lead Public Agency, is soliciting sealed, competitive proposals from qualified suppliers to provide comprehensive web accessibility and related services that support compliance with the American with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and applicable Web Content Accessibility Guidelines (WCAG). This solicitation is focused on end-to-end accessibility support for public-facing and internal digital properties, including, but not limited to: websites, web applications, mobile applications, online portals, digital documents/forms, video and multimedia content, and associated third-party integrations.

Edge Public will serve as the cooperative of record, and the resulting contract will establish a streamlined, cooperative procurement vehicle that enables PPAS to efficiently access modern, standards-based, and independently validated web accessibility solutions, while promoting cost savings through aggregated demand. This national contract will simplify access to best-in-class accessibility services and technologies for agencies of all sizes, with flexible options to support diverse technical environments, legacy systems, and evolving regulatory requirements.

ABOUT ECPA: The Educational Cooperative Purchasing Alliance (ECPA) is a partnership of eight Indiana education service centers dedicated to streamlining procurement for member school districts by removing administrative barriers and ensuring full compliance with state and federal regulations. Through competitively negotiated, fully vetted contracts with leading vendors, ECPA leverages collective buying power to provide districts with high-quality goods and services at significantly reduced costs while offering the flexibility to compare pricing and choose the best vendors that meet their needs. Rooted in strong relationships with both districts and vendors, ECPA empowers schools to make informed, data-driven purchasing decisions, shifting from reactive to proactive procurement. By taking on the burden of RFPs and simplifying the purchasing process, ECPA saves districts valuable time and resources, all while supporting Indiana's education service centers and directly benefiting the state's public schools.

ABOUT EDGE PUBLIC: Edge Public is a **group purchasing organization** dedicated to enhancing value and resources for state and local governments, higher education institutions, K-12 educational organizations, and non-profit entities. Edge Public delivers shared services and supply chain optimization solutions. This support aids procurement operations across public and private sectors. Through corporate pricing structures and supplier sales commitments, Edge Public extends marketing, sales and administrative support to promote supplier products and services to non-profit entities on a national scale. This targeted engagement allows Public Agencies to access competitive pricing driven by collective spending power and the convenience of pre-competed, publicly advertised contracts.

Suppliers benefit from this arrangement by entering into a contract that permits entities to procure goods and services directly without the need for additional competitive solicitations. Participating suppliers must comply with all obligations as specified in Edge Public's contractual documents.

Edge Public is a wholly owned subsidiary of Buyers Edge Platform (BEP) portfolio of companies. BEP is the largest and most experienced procurement and data organization in the private sector globally. Leveraging BEP's expansive economies of scale, Edge Public provides participants with access to competitively solicited and publicly awarded cooperative agreements. This program is grounded in the lead agency contracting model, ensuring a transparent, efficient, and publicly vetted procurement process that meets most all regulatory requirements nationally.

USE OF RESULTING CONTRACT(S): Contracts that are a result of this solicitation will be available to the following eligible entities nationally without additional competitive bidding:

- K12 and higher education entities
- Federal and State Government entities
- Political Subdivisions
- Nonprofit Organizations
- Education Service Cooperatives
- Public and Private Charter Schools

CONTRACT OBJECTIVES:

- Provide a comprehensive, competitively awarded contract that supports the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and applicable Web Content Accessibility Guidelines (WCAG).
- Provide a contract that eases the procurement burden on participating entities. By leveraging a cooperative contract, agencies can access a broad range of products without the need for repetitive solicitations, saving valuable time and resources.
- Provide a contract that allows participating agencies to purchase desired products and services, at lower prices and with better value than what they would ordinarily receive.

EXCLUSIVITY: ECPA anticipates considerable activity resulting from this RFP award(s), however no commitment of any kind is made concerning actual quantities to be acquired. ECPA does not guarantee usage as usage depends on the actual needs of the participating agencies. Success is based on the marketing efforts of all parties.

Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the purchaser. The agencies reserve the right to obtain similar goods and services from another source.

ESTIMATED ANNUAL CONTRACT VALUE: Upon full adoption of the contract, we anticipate annual sales volume to reach \$20 million, driven by the national scope and the extensive network of schools and districts. Suppliers are expected to provide volume pricing in their proposal.

CONTRACT TERM: Awarded contract(s) will be for five (5) years with the option to renew for two (2) additional years. The initial contract term will commence upon execution of the contract.

CONTRACT RENEWAL: With mutual agreement of the successful Suppliers, ECPA reserves the right to renew the prices and terms of the contract resulting from this procurement without additional competitive bidding for two-year renewals. Such renewals would allow for the continuation of services and/or the extension of products and services to other locations or programs. Such renewals may be made so as ECPA and the successful Suppliers(s) agree to the renewal.

ANTICIPATED AWARD: To cover the different product categories that are used by regions that will be participating in this award it is anticipated that ECPA may have to make multiple awards to different Suppliers. All awards are subject to the approval of The Governing Board. The successful Suppliers(s) will be notified of award via a Letter of Award.

PUBLIC OPENING: Proposals will be publicly opened via Zoom at 12pm ET on Thursday, February 12, 2026, but, pursuant to Indiana law, the contents of competing proposals will not be made available at that time. The name of proposing organizations will be read.

PURCHASE AND DISTRIBUTION OF CONTRACT ITEMS: Upon award of the contract, the products will be purchased and paid for by the participating entities of the award.

PRODUCT AND SERVICE ADDITIONS: New products and/or services that are within the scope of this RFP may be added to the awarded contract at any time during the contract term by written amendment.

ACCEPTANCE OF RFP TERMS: A proposal submitted in response to the RFP shall constitute a binding offer. Acknowledgement of this condition shall be indicated by the autographic signature of the organization legally authorized to execute contractual obligations. It is assumed by the organization’s response that it acknowledges all terms and conditions of this invitation for an offer. Organizations shall clearly identify any variations between its proposal and the ECPA RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

WITHDRAWAL OF PROPOSAL: Withdrawal prior to opening is permitted via written notification. After opening, Suppliers may withdraw proposals due to clerical errors if they provide written notice and supporting documents within three business days of acceptance notification or clarification request. Contracts executed before withdrawal must be honored.

UNRESPONSIVE SUPPLIERS: Proposals from unresponsive Suppliers will not be accepted. Suppliers who have a history of inconsistent service and unreliability will not be considered by the ECPA to be a responsible proposer.

MODIFICATIONS: Modifications, additions, or changes to the terms and conditions of this RFP may be a cause for rejection of a proposal.

OPEN AND FREE COMPETITION: All ECPA procurement transactions shall be conducted in a manner that provides maximum open and free competition consistent with Title 7, *Code of Federal Regulations* (7 CFR) sections 3016 and 3019.

QUESTIONS: Questions regarding this RFP shall be submitted IN WRITING via e-mail or through the procurement software no less than fourteen (14) business days prior to the due date for proposals.

ADDENDA: All addenda issued by ECPA shall become a part of the specifications and will be made part of the contract. No addenda will be issued later than five days prior to the date and time for receipt of RFPs, except an addendum withdrawing the request for proposals or one that includes postponement of the date of receipt of proposals.

PROPOSAL GUIDELINES:

- 1. ECPA will consider proposals from organizations to meet the minimum qualifications as outlined in the RFP.
- 2. The organization signing and submitting the proposal must be authorized by and capable of binding the supplier(s) represented. The Suppliers shall be fully and ultimately responsible for the provision of all products and services per the requirements of the RFP.

3. The Suppliers shall be the sole point of contact for all questions, problems, and warranty issues that may result from this proposal. The failure of Suppliers to act in no way relieves the full responsibility of the respondent for all requirements under this RFP.
4. Proposal shall remain firm from the opening of this proposal through the completion of an awarded contract, unless otherwise specified.

CONDITIONS OF SUBMITTING PROPOSAL: Submission confers no award or contract rights. ECPA reserves the right to reject any or all proposals, accept partial proposals, or select the most advantageous option. This RFP does not obligate ECPA to award, negotiate, or execute a contract. Amendments, extensions, or withdrawals may occur at ECPA's convenience.

REVIEW AND AWARD PROCESS: In order to allow ECPA the opportunity to evaluate each proposal thoroughly, ECPA requires that any response to this solicitation be valid and irrevocable for sixty (60) days after the official opening date and time.

ECPA may choose to use any available resource to review and evaluate proposals, including but not limited to reference checks, review of industry data, presentations or any other appropriate method to review and evaluate the proposals and suppliers.

ECPA reserves the right to ask for presentations from any supplier regarding its proposal. Presentations will be made at the ECPA office at the full expense of the supplier. ECPA is not liable for any expenses relating to the preparation of proposals or proposer's presentation. Presentations shall be made within five (5) business days of request.

ECPA reserves the right to discuss, clarify or update any proposal with any supplier that is determined to be reasonably susceptible of being selected for an award. ECPA reserves all rights to reject any proposal, to allow suppliers to repair errors in its proposal, or to request additional information or prices from one of more Suppliers in its review.

ECPA reserves the right to shortlist proposals under consideration at any time during the evaluation process. ECPA reserves the right to award this contract without discussion with any responding supplier.

ECPA reserves the right to accept any or all proposals in whole or in part, and to waive any irregularities in any proposal, or to allow suppliers to update or repair any errors or update prices in any proposal.

ECPA reserves the right to reject the proposal of any respondent who has previously failed to perform similar contracts satisfactorily.

All evaluation determinations will be made solely by the ECPA evaluation team and will be final and conclusive.

USE OF SUBMITTED DOCUMENTS: All proposals and the basis for the selection of a successful respondent will be made available as part of the public record upon award (approval by the Governing Board). Note, you must agree that your proposal becomes property of ECPA and will be made part of the permanent, public record.

PROTEST PROCEDURES: Offeror's whose proposal has been timely filed and who is aggrieved by the award of a contract to another offeror may appeal the decision by filing a written notice of appeal. The notice must be filed within ten (10) business days of the date of award of the contract, exclusive of Saturdays, Sundays, and legal state holidays. The notice of appeal must clearly and fully identify all the issues being contested by reference to the page,

and section of the solicitation document and/or award of contract. An appeal will be heard by the designated ECPA members unless the petitioner is not an aggrieved party, or a prior request by the same petitioner relating to the same contract award has been granted, or the request is capricious, frivolous, or without merit. The burden of proof lies with the petitioner. The evidence presented must specifically address and be limited to one or more of the following:

- 1. Violation of State or Federal law.
- 2. Irregularities creating fundamental unfairness; or
- 3. Arbitrary or capricious award.

ECPA will provide a written response within ten (10) business days after hearing the appeal and shall be the final decision on the matter.

INCURRING COSTS: ECPA is not liable for any costs incurred in responding to the RFP, oral presentations, preparing and submitting proposals, or contract negotiations. Offerors bear all such costs without reimbursement.

NEGOTIATIONS: ECPA may conduct exclusive or concurrent negotiations with Offerors deemed reasonably susceptible for award. Proposal details, including pricing, will remain confidential. Negotiations do not constitute a contract award or confer on any property rights. If negotiations do not progress, ECPA may terminate discussions and negotiate with the next most qualified Offeror(s). ECPA may conduct interviews as part of the evaluation process but is not required to do so. Interview costs will not be reimbursed.

PIGGYBACK PROCUREMENT & GROWTH: ECPA authorizes all current and new member districts as well as all entities listed above to buy under these same terms and prices set forth in this contract without additional competitive bidding.

ORDERS AND PAYMENT: Each participating entity shall issue its own orders detailing specific options and delivery/installation instructions. Participating entities shall be responsible for making payments directly to the Supplier for all products ordered. All orders from participating entities will be sent directly to the Suppliers. Purchase orders may be transmitted by mail, fax, email, verbally or through an e-procurement software program.

CONTRACT SALES REPORTS: In addition to any reporting required by Edge Public, a quarterly report of the total gross dollar volume of all products and services purchased by the ECPA contract participants as it applies to this RFP will be provided and separated by school or entity with the combined report being sent to the ECPA and Edge Public. Other sales reports may be requested throughout the duration of the contract. Monthly price reports will be required to indicate price fluctuations for items not being held for the duration of the contract.

ADMINISTRATIVE FEE: The "Administrative Fee" is payment owed by the Supplier to Edge Public, calculated as three percent (3%) of the total purchase amount paid to the Supplier, excluding refunds and returns. This fee applies to all sales of products and/or services made to participating entities under the Master Agreement (including any amendments or renewals). Payments shall be made via Automated Clearing House (ACH) to Edge Public's designated financial institution. Failure to pay the administrative fee is considered a material breach of this agreement.

AUDIT AND COMPLIANCE: Suppliers must maintain accurate records of all purchases made by participating entities under the Master Agreement. Edge Public reserves the right to:

- Verify records by comparing participating entities' sales data with the supplier's contract sales reports for up to four (4) years after the contract award expiration date
- Conduct independent audits using a third-party auditor

If an audit reveals underreported contract sales and a corresponding underpayment of administrative fees, Edge Public will provide written notice to the supplier. The supplier must:

- Resolve discrepancies within 30 days of notification
- Pay any outstanding administrative fees, including any applicable interest and penalties
- Reimburse Edge Public for audit-related costs and expenses

SCOPE OF PRODUCTS AND SERVICES

Offerors must offer comprehensive web accessibility solutions and related services that support compliance with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and applicable Web Content Accessibility Guidelines (WCAG). Offerors are encouraged to propose their full product and service portfolios, including accessibility audits and testing, remediation services, continuous monitoring, training and education, policy and governance support, assistive technology compatibility testing, and tools that help maintain ongoing compliance and inclusive user experiences.

ECPA strongly encourages participation from Offerors of all sizes, including those that specialize in particular platforms, content management systems, accessibility tools, or domain-specific consulting (e.g., PDF remediation, video captioning and audio description, mobile app accessibility, or policy and governance frameworks). Offerors may respond to the full spectrum of web accessibility and ADA compliance services or submit proposals for specialized components (e.g., automated and manual audits, remediation-only services, training and capacity building, accessibility monitoring platforms).

ECPA has organized the requested products and related supplies into the Workstreams below. Offerors may propose one or multiple Workstreams and may be awarded a contract for some or all of the workstreams for which they demonstrate sufficient capability, capacity, and value. ECPA anticipates making multiple awards to ensure broad coverage across the workstreams.

WORKSTREAM 1: Accessibility Assessments & Audits

This Workstream covers comprehensive testing and evaluation of digital properties, including but not limited to websites, web applications, mobile applications, online portals, digital documents and forms, and multimedia content.

Representative activities may include:

- Baseline and recurring accessibility audits
- Gap analysis against WCAG 2.1 AA and 2.2 AA, ADA, Section 508, and other applicable standards
- Prioritized findings and risk categories with recommended remediation steps
- Verification and regression testing to confirm that issues have been correctly remediated.

Deliverables may include: written audit reports, issue logs, remediation recommendations, and executive summaries suitable for internal and external stakeholders.

WORKSTREAM 2: Ongoing Monitoring, Scanning & Analytics Platform

This Workstream covers continuous or periodic automated monitoring, scanning, and analytics to help agencies detect, track, and manage accessibility issues over time.

Representative activities may include:

- Automated and scheduled scans of covered digital properties.
- Dashboards, analytics, and trend reporting at site, application, and portfolio levels.
- Issue tracking and workflow tools to support triage, assignment, and resolution.
- Alerts, notifications, and scheduled reports to stakeholders.

Deliverables may include: access to SaaS platform or on-premise tools, configuration and onboarding services, and standard and custom reporting.

WORKSTREAM 3: Source-Level Remediation Support & Consulting

This Workstream focuses on true remediation of accessibility issues at the source code, template, or content level (not overlay-only approaches).

Representative activities may include:

- Code-level consulting and implementation support for development teams.
- Review and remediation of HTML, CSS, JavaScript, templates, design systems, and components.
- Collaboration with IT, product, and offeror teams to remediate issues in COTS systems and third-party integrations.
- Targeted remediation sprints and backlog reduction initiatives.

Deliverables may include: corrected code samples, pull requests, remediation plans, and documentation that demonstrate before/after improvements and verified conformance.

WORKSTREAM 4: Training, Education & Capacity Building

This Workstream addresses the training and enablement needs of agencies to build internal capacity to sustain accessibility over time.

Representative activities may include:

- Role-based training for developers, designers, content authors, product owners, procurement staff, and leadership.
- Live and on-demand training sessions, workshops, and office hours.
- Certification or structured learning paths where available.
- Training materials, job aides, and reference guides.

Deliverables may include: training curricula, slide decks, recordings, reference materials, and participation tracking reports.

WORKSTREAM 5: Policy, Governance & Program Management

This Workstream supports the establishment and ongoing operation of sustainable accessibility governance and management practices.

Representative activities may include:

- Development and/or refinement of accessibility policies, standards, guidelines, and checklists.
- Governance frameworks
- Program roadmaps and maturity assessments.
- Support for cross-functional steering committees and governance bodies.

Deliverables may include: written policy and governance documents, program roadmaps, maturity assessments, and ongoing advisory services.

WORKSTREAM 6: Document & PDF Remediation

This Workstream focuses on accessibility of electronic documents, including PDFs and other common file formats used for public-facing and internal content.

Representative activities may include:

- Accessibility remediation of existing documents and templates.
- Establishing accessible document templates and style guides.
- High-volume document remediation services.
- Training for staff who create and maintain accessible documents.

Deliverables may include: remediated documents, accessible templates, remediation logs, and documentation of methods and tools used.

WORKSTREAM 7: Video, Audio & Multimedia Accessibility

This Workstream addresses accessibility of video, audio, and other multimedia content.

Representative activities may include:

- Captioning, transcripts, audio descriptions, and sign language interpretation services.
- Consulting on accessible media production workflows and standards,
- Remediation of existing media libraries to meet accessibility requirements.
- Tools and integrations that support accessible streaming, players, and media platforms.

Deliverables may include: accessible media files, transcripts and caption files, configuration guides, and workflow documentation.

EVALUATION

ECPA will review and evaluate all proposals and make a recommendation to the Board of Directors for award of contracts. Proposals will be evaluated based upon the following selection criteria:

Paint and Related Supplies RFP	
CRITERIA	EVALUATION WEIGHT
Agreement to Meet Minimum Requirements	Pass/Fail
Proposal Forms (Completed and Clear)	Pass/Fail
Pricing/Discount Structure	40
Solution Offering	25
Performance Capabilities/Service	20
Value Added Options	10
Contract Implementation	5
TOTAL	100

Please note that any past failure to meet any minimum quality or performance expectations on any product or service will be sufficient cause to reject your proposal regardless of the evaluation weighting.

EVALUATION QUESTIONS

Please complete your responses to the following questions in the procurement portal.

SOLUTION OFFERING/PRICING STRUCTURE

1. Clearly describe the solutions and services you are proposing under this RFP, including which of the following are included:
 - a. Accessibility assessments and audits (web, mobile, documents, multimedia).
 - b. Ongoing monitoring and scanning.
 - c. Code-level remediation support and consulting.
 - d. Platform/software tools for issue management, reporting, and governance.
 - e. Training, policy development, and program governance support.
2. Indicate the workstreams (as defined in this RFP) your firm is able to support.
3. Confirm your ability to support agencies nationally and describe any limitations on geography or scope.
4. Describe in detail your pricing structure for this cooperative contract, including:
 - a. How you price platform/software components (e.g., subscription tiers, user seats, page/URL counts, application counts, scans).
 - b. How you price professional services (e.g., hourly rates, fixed-fee packages, implementation/onboarding, training, remediation services).
 - c. Any volume-based or portfolio-based pricing models (e.g., agency portfolios, multi-year commitments, enterprise licenses).
5. Describe any discounts you are offering through this ECPA/Edge Public cooperative contract, including:
 - a. Discounts by service type (e.g., assessments, remediation, training, platform subscriptions).
 - b. Discounts based on volume, term length, or aggregated cooperative usage.
6. Identify any services or modules that are not eligible for discounts, if applicable, and explain why.
7. Explain whether your proposed pricing under this contract is equal to or better than pricing you offer to individual public entities or other cooperatives with comparable or lower volume, and describe how you will ensure most-favored customer pricing is maintained.
8. Describe how new products, modules, or services introduced during the term will be priced and incorporated into the contract to ensure continued competitive, cooperative-level pricing.
9. Describe any service warranties or guarantees you provide, including:
 - a. Performance or uptime commitments (if separate from SLAs).
 - b. Remediation quality or rework policies.
 - c. Satisfaction or opt-out guarantees, if applicable.
10. Describe any additional pricing proposals you wish to offer (e.g., pilot pricing, starter packages for small entities, enterprise bundles).
11. Confirm your understanding and agreement of the administrative fee structure outlined in this RFP.
12. Explain how the administrative fee is accounted for in your pricing and how you will ensure that net pricing to agencies remains competitive.

13. Provide any additional information relevant to your solution offering and pricing structure that will help ECPA and Edge Public evaluate the overall value of your proposal to agencies of varying sizes and complexity.

PERFORMANCE CAPABILITIES/SERVICE

1. Describe in detail the customer experience from start to finish for a typical agency utilizing this contract, including:
 - a. Initial discovery and onboarding
 - b. Assessment and roadmap phases
 - c. Remediation and monitoring
 - d. Ongoing governance and improvement
2. Outline how an existing ECPA 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
3. Describe the ways in which participating entities can initiate and manage work with your company, including but not limited to:
 - a. Requesting assessments, remediation assistance, training, or advisory services
 - b. Configuring and accessing your platform/portal
4. If your company provides a web-based platform or portal, describe its key features and ease of use including:
 - a. Accessibility issue search, filtering, and drill-down capabilities
 - b. Visibility into compliance scores, trends, and risk indicators
 - c. Workflows for assigning, tracking, and verifying remediation tasks
 - d. Access to order history, engagement history, and completed assessments
 - e. Access to invoices, contracts, and reports online
5. Describe your ability to integrate with or provide “punch-out” or single sign-on experiences from purchasing systems, portal, or intranets. Include your typical implementation timeline for these integrations.
6. Describe any minimum engagement thresholds (professional service hours, subscription levels) and how you accommodate small entities with limited budgets.
7. Describe your ability to monitor ongoing work, including:
 - a. Tracking open assessments, remediation items, and training activities
 - b. Providing status updates and dashboards for both technical and non-technical stakeholders
8. Describe how you manage change requests, expansion to new sites/apps, or scope adjustments over the term of the contract.
9. Describe your standing invoicing and payment terms, including any quick-pay or early-payment discounts.
10. Identify the forms of payment you accept, including but not limited to:
 - a. Purchase orders
 - b. Procurement cards
 - c. Credit/debit cards and ACH
11. Identify any additional fees associated with specific payment methods.
12. Describe how you propose to deliver services nationally, including how you support agencies across time zones and with varying technical maturity.
13. Describe your ability to scale for large portfolios while also supporting smaller entities.
14. Describe your standard proposed Service Level Agreements for:
 - a. Response times for critical and non-critical issues
 - b. Resolution/mitigation targets for critical accessibility problems

- c. Platform uptime/availability, maintenance windows, and incident communications
- 15. Describe your problem escalation process, including escalation paths, communication expectations, and how you coordinate with agency staff to resolve issues.
- 16. Describe how your company will work with ECPA 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?
- 17. Describe how customers can verify they are receiving the correct contract pricing and terms.
- 18. Describe your ability to provide quarterly sales and usage reports showing total gross dollar volume generated from this contract, including breakdowns by:
 - a. Participating agency
 - b. State/region
 - c. Major service categories or products

OFFEROR QUALIFICATIONS & EXPERIENCE

- 1. Provide the name, address, phone number, and email address for the authorized agent submitting the proposal.
- 2. Provide a brief company profile including:
 - a. Legal name and corporate structure
 - b. Year established and corporate headquarters location
 - c. Primary office locations relevant to servicing this contract
- 3. Describe the scope of clients you currently service, which emphasis on public sector entities.
- 4. Describe your company's experience and expertise in digital accessibility including:
 - a. Number of years providing accessibility services and/or platforms
 - b. Experience with WCAG, Section 508, ADA Title II/III, and other relevant standards
 - c. Experience working under or with DOJ consent decrees, settlement agreements, or formal remediation plans
- 5. Describe your experience with cooperative or multi-agency contracts, including any relevant examples where you supported a program that scaled across many agencies.
- 6. Provide a high-level overview of your company's financial stability and capacity to support a multi-year, national cooperative contract.
- 7. Describe your capacity to provide the full scope of products and services described in this RFP to agencies throughout the United States.
- 8. Describe any anticipated challenges in servicing agencies of varying sizes and technical capabilities, and how you will address those challenges.
- 9. Identify the key personnel who will lead and be engaged in the implementation and ongoing management of this contract.
- 10. Indicate whether your company is minority-owned, women-owned, or holds any other relevant certifications.
- 11. Provide three (3) references from public sector clients for whom you have provided digital accessibility services and/or platforms of similar scope and complexity.

VALUE-ADDED FEATURES

- 1. Please describe any additional features, advantages, and benefits of your solution and organization that you believe will provide extra value to ECPA, Edge Public, and participating agencies.

INSTRUCTIONS FOR RESPONDING

Electronic Procurement Software Instructions:

- The link to the secure bidding site is: <https://ciesc.cooppurchase.com>. You will need to request a username and password by registering at the site if you do not already have one.
- All responses must be completed in the software program by the scheduled opening as the program will close at the scheduled opening time.
 - Only the Original Signed Proposal Signature Page and Original Signed Non-Collusion Affidavit must be sent to the ECPA as the rest of the information will be captured and stored in the software.
 - Please send these items to:
CIESC
Attn: Kelly Taylor-Digital Accessibility Solutions RFP
3500 DePauw Blvd. Suite 2020
Indianapolis, IN 46268
- Under the Documentation you will find the “RFP Document” that includes the details of the RFP. It is downloadable in a PDF.
- All forms that need to be completed are located here to download in a Word Document.
- By clicking on the blue “Response” button you will be taken to where you make your response and upload your information.
- Under the “Response” is where the bidder answers questions pertaining to the bid. It is also where any required forms are uploaded once completed. Please fill them out appropriately, convert them into a PDF document and upload. At the top of the page is a “Tip” with instructions on how to upload the documents. This box is required for the bid.
- The “Additional Documents” box is for uploading any additional documents that you may want to bring to our attention. It is not required but do submit it as an empty box if you do not have any comments so that you will be able to make your final submission.

Instructions to Complete Your Submission in CIESC Software:

- As you complete the tasks in the “Response” area the boxes will change from yellow to green to indicate that that area is ready for submission.
- You can still make changes in an area up until you make the final submission.
- Just click on the blue “Make Changes” if you want to change anything in each category.
- Once the first three boxes are green you are ready to “Finalize Submission”.
- Click the blue “Download Submission” and a zip file with your complete bid will be downloaded for you to keep as your record.
- You can still make changes up to the bid opening by clicking on the blue “Make Changes” button. If you do, please resubmit your bid and redownload your submission.