

Summary

Name **Respond to Questions**

Vendor **Connectivo**

Status **Submitted**

Response

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 assessment and audits, 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.

Connectivo is a Patent-Pending technology that automatically detects, fixes, and delivers accessible web pages, documents, multimedia, and forms in real time using an AI proxy, while generating audit-ready reports that prove ongoing accessibility compliance. While competitors scan and report, Connectivo actively fixes issues as pages are served to users.

Connectivo is delivered as a secure, cloud-based SaaS platform designed for public sector and enterprise use. The platform operates in a multi-tenant architecture with the option to provision dedicated or logically isolated environments when required by agency policy or risk profile.

The platform is built on a third-party audited security framework aligned to SOC 2 Type II or equivalent controls. Current security attestations are available upon request and cover access control, data protection, monitoring, and incident response.

Connectivo provides documented uptime and availability commitments of 99.9 percent or higher. Planned maintenance windows are communicated in advance, and incident notifications follow defined escalation and communication procedures to ensure transparency and continuity of service.

Data residency can be configured to meet legal or agency-specific requirements, including regional hosting constraints where applicable.

Agency user access supports modern identity and access management standards, including SAML and OIDC, enabling single sign-on integration with existing enterprise identity providers

In addition to its cloud SaaS offering, Connectivo can be deployed on-premises within the client-controlled infrastructure. This deployment requires direct involvement from Connectivo's Consulting team to plan, implement, and validate the environment. The on-premises model supports agencies with strict data sovereignty, network isolation, or regulatory requirements while maintaining the same core platform functionality, security controls, monitoring, and reporting capabilities as the SaaS offering.

Connectivo Suite of Products

Connectivo accomplishes compliance through multiple products carefully crafted to ensure addressing every aspect of compliance:

a. Accessibility Assessments and Audits

Connectivo Discover:

Most websites are larger and more fragile than they appear. Over time, content moves, pages are deleted, and redirects accumulate. The result is digital rot: broken links and dead ends

that frustrate all users and completely block those relying on assistive technologies.

Connectivo begins by restoring visibility. The platform does more than list URLs; it stress-tests the underlying infrastructure to expose hidden weaknesses.

Before the accessibility code is evaluated, connectivity is assessed. A screen reader cannot navigate a page that does not load. Connectivo's crawler functions as a diagnostic tool across the entire domain, identifying structural failures that are often overlooked:

- Broken Links and 404 Errors: All links that lead to dead ends are identified, so users are not blocked during navigation.
- Redirect Loops (301s): Daisy-chained redirects that degrade performance and trap users in navigation cycles are flagged.
- Server Errors: Pages returning error codes are identified so foundational issues can be addressed before remediation begins.

Once site health is mapped, all accessible assets are cataloged. Every reachable page across a domain or within a defined path is discovered to ensure nothing remains hidden.

Accessibility risks often exist in assets that are frequently overlooked. Connectivo's crawler identifies non-HTML content that commonly introduces compliance gaps:

- Hosted Multimedia: Media assets that may require captions or audio descriptions are identified.
- Forms: Interactive elements that frequently create barriers for assistive technology users are detected.
- Documents: All PDFs and files hosted on the server are located and prepared for remediation.

Connectivo Scan:

Meeting accessibility standards requires more than checking static HTML. WCAG 2.1 AA and 2.2 AA focus on real user interaction, including keyboard navigation, visual contrast, dynamic content, and assistive technology support. ADA and Section 508 reference these WCAG standards as the technical basis for compliance.

Connectivo Scan evaluates pages the way a user experiences them, loading each page in a real browser environment. The system scrolls the entire page so all JavaScript-driven and lazy-loaded content renders before analysis.

- Visual AI: Full-page screenshots are analyzed to detect visual failures, such as color contrast and visibility issues, required under WCAG success criteria.
- Structural Parsing: Page structure and semantics are analyzed to identify violations of WCAG-defined headings, labels, roles, and relationships.
- Validation: Findings are validated using industry tools, including the IBM Accessibility Checker, to align results with WCAG, ADA, and Section 508 requirements.
- Documents: PDF documents are scanned following the PDF/UA-1/UA-2 standards, with all issues identified and reported for each file.

A consolidated accessibility report is generated that combines visual and code-level findings to provide a complete and accurate view of accessibility gaps.

b. Remediation Planning, Design Guidance, and Implementation Support

Connectivo AI Remediation:

Most accessibility platforms stop at reporting. They surface thousands of issues and leave remediation to internal teams or external consultants. Connectivo is fundamentally different. Whether working with web pages, documents, forms, or multimedia content, these accessibility issues are automatically resolved using a fine-tuned AI model trained on hundreds of thousands of accessibility cases to remediate defects at the code level, enabling fixes that go beyond detection and into real enforcement.

When a violation is detected, the page source and the specific issue are sent to the AI engine. Corrected, compliant code is generated, but it is not simply inserted as a one-off fix. The system analyzes the difference between the original and corrected code to create a reusable, function-level remediation recipe.

- Surgical Precision: Each recipe includes precise instructions to resolve that exact issue whenever it arises.
- Security First: Full website source code is never stored. Only the remediation recipes are retained.
- Knowledge Transfer: Documentation is provided alongside each fix to explain how the issue was resolved and why the correction works.

To ensure remediation accuracy, every fixed page is sent to the IBM Accessibility Checker for independent, third-party validation. Connectivo, on average, automatically resolves over 85

percent of identified accessibility issues. Actual results vary based on site complexity, content structure, and the nature of underlying code and document assets.

- Pass or Fail: A fix is only considered complete if it passes this external audit.
- Trust: Validation against a recognized standard ensures compliance is demonstrable, not theoretical.

Masking techniques and browser widgets are not used. Code-level fixes are applied so assistive technologies can correctly read and interpret content.

Accessibility remediation often stalls during deployment while engineering teams merge changes and release updates. Connectivo removes this bottleneck by applying fixes dynamically at delivery time.

Traffic is routed through Connectivo, which operates between the user and the origin server.

- Flexible Integration: Network integration can occur directly with the web server or through an Application Delivery Controller such as F5.
- Instant Remediation: When a page is requested, stored remediation recipes are applied immediately.

Users receive a fixed, accessible page, document or form while the original source code remains unchanged on the server. Content can be published normally while accessibility enforcement operates automatically at the compliance layer.

Connectivo Mobile Kit:

Testing mobile applications requires human involvement due to restrictions of the application. On iOS we use Xcode Accessibility Inspector, VoiceOver, XCTest with accessibility assertions, and iOS simulators. On Android we use TalkBack, Accessibility Scanner, and Android Studio inspection tools. These allow structured validation of the UI accessibility tree and runtime behavior.

We run automated and manual tests on real devices using cloud device providers such as BrowserStack, Sauce Labs, Kobiton, and Perfecto. This allows coverage across OS versions, manufacturers, and form factors without client hardware.

When source code is not available, we treat the app as a black box. We install the compiled app on real devices and execute core user flows using VoiceOver, TalkBack, large text, zoom, and reduced motion settings. This mirrors how end users interact with the app.

We attach on device inspection tools that analyze the accessibility tree exposed by the OS and flag violations at runtime.

We document issues externally with screenshots, screen recordings, element identifiers where available, and WCAG references. Findings are delivered in a format ready for engineering backlogs such as JIRA

Connectivo Proxy:

Connectivo uses a high-performance proxy server to ensure accessibility when content is delivered to the user. Instead of scanning pages and producing reports, the proxy actively intervenes in real time to ensure accessible, compliant output reaches every visitor.

The proxy sits between the user and your web server. It observes each request, evaluates the response, applies precise accessibility corrections, and delivers a WCAG-aligned page before it reaches the browser.

Think of the Connectivo proxy like a real-time editor that checks and corrects accessibility issues as a page is being delivered.

- A visitor requests a page: Someone visits your website as they normally would.
- The page passes through Connectivo: Before the page reaches the visitor, it passes through the Connectivo proxy.
- Known accessibility issues are identified: Connectivo identifies issues that were previously detected during scanning.
- Accessibility fixes are applied instantly: Pre-approved fixes are applied automatically in real time without changing your original content.
- The visitor receives an accessible page: The user receives a fully accessible, compliant page with no extra steps required.

The proxy does not require access to your source code, repositories, or CMS.

- No code changes
- No developer involvement
- No deployment cycles

Your teams continue publishing content as usual. Accessibility enforcement happens automatically at delivery.

Because remediation occurs before content reaches the browser, assistive technologies receive corrected HTML directly.

- Screen readers interpret fixed structure and semantics
- Keyboard navigation works as expected
- ARIA and labeling issues are resolved before rendering

Users do not need to activate anything or opt in. Accessibility is simply there.

The proxy is designed for enterprise and public sector environments in mind.

- Handles high traffic volumes
- Supports multiple domains and sites
- Works across distributed CMS platforms
- Scales from dozens to thousands of pages

Performance is maintained even as content and traffic grow.

For web pages, forms, and media, the proxy does not store any source code.

- Pages are processed in memory only
- No content persistence
- No data reuse

This ensures that content changes are reflected immediately and reduces privacy and security risks. For documents, Connectivo handles files differently. Public files are remediated once and stored in a secure, cached area on the proxy. When a user requests the original file, the proxy serves the remediated version instead. Those remediated files are also available in the portal for download, so they can be placed back on the source server and replace the original file.

The Connectivo proxy integrates into existing infrastructure without disruption.

- Directly in front of your web server
- Behind a load balancer or ADC
- Compatible with common enterprise architectures

Deployment is fast and reversible.

c. Ongoing Monitoring and Scanning

Connectivo Scheduler:

Accessibility compliance is not a one-time event. Sites change daily, and risks reappear as content, templates, and documents are updated. Connectivo Scheduler ensures continuous remediation and audits based on the organization's defined schedule.

The scheduler runs automated audits on a recurring basis to reflect how the site evolves over time. Each scheduled run is stored as historical data, so progress can be measured rather

than guessed. Scans and remediation jobs run automatically based on policies such as daily, weekly, or monthly intervals. Every audit is retained, enabling side-by-side comparison of results from one run to the next.

Dashboards visualize trends over time, showing whether accessibility is improving, stagnating, or regressing. Alerts can be configured to notify responsible teams when new issues are detected, enabling timely action.

Connectivo Scheduler provides continuous oversight of all digital assets with a clear historical record and measurable progress, ensuring accessibility remains enforced over time rather than treated as a one-off project.

d. Training, Policy Development, and Program Governance Support

Connectivo Governance:

Accessibility compliance is not only a technical requirement but also an administrative one. Institutions are expected to demonstrate planning, ownership, documented processes, and continuous improvement. Regulators and legal teams do not only ask whether a website is accessible. They ask whether a documented program exists, is active, and can be proven to have made progress.

Connectivo includes a structured Accessibility Program and Planning Report aligned with standards such as the ATI Web Accessibility Annual Report to address these requirements. The report documents how accessibility is managed as an ongoing system rather than a one-time effort. It captures the core pillars of institutional compliance:

- Evaluation: How frequently accessibility evaluations are performed
- Responsibility: Who is accountable for maintaining accessible content
- Remediation: How issues are identified, addressed, and verified
- Training: How teams are educated and supported in maintaining accessibility standards

Connectivo automates policies using data already available within the organization. Many organizations have accessibility policies that exist only as documents. The challenge lies in maintaining them with current, verifiable evidence. Connectivo keeps accessibility plans active by continuously supplying live metrics and documentation.

- Evaluation and Monitoring: Instead of relying on annual manual updates, Connectivo provides real-time evidence of continuous scanning and issue detection across public websites. This satisfies requirements for regularly scheduled accessibility evaluations.
- Ownership and Accountability: Digital assets are mapped to responsible teams, establishing clear ownership and centralized visibility into who is accountable for public accessibility compliance.
- The Remediation Paper Trail: Auditors require evidence of a defined remediation process. Because remediation occurs at the server layer, Connectivo automatically documents corrective actions and maintains historical compliance records. Each fix is mapped directly to WCAG success criteria, creating a defensible audit trail.

Connectivo provides a dedicated, organization-specific web page that publishes the accessibility plan for stakeholder access. This page allows internal teams, leadership, auditors, and external stakeholders to view the current accessibility program, governance structure, and progress in a transparent and controlled manner.

By publishing the plan in a consistent, accessible format, organizations can demonstrate active governance, ongoing commitment, and measurable progress without assembling documentation on demand.

Connectivo University:

Accessibility compliance fails when knowledge lives with one person or one vendor. Organizations need repeatable training that matches real roles and responsibilities. Connectivo University provides structured instructor led and self paced training aligned to how teams actually build, manage, and publish digital content.

Training content is organized by role so each person learns only what is relevant to their job, not generic theory.

- Executives and Stakeholders: High-level training focused on regulatory obligations, organizational risk, procurement requirements, and how accessibility metrics and trends tie to business exposure, governance, and long-term compliance strategy.

- Developers: Technical training on WCAG requirements, semantic HTML, ARIA usage, document structure, and common implementation failures in modern frameworks.
- Content Authors and Editors: Practical guidance on creating accessible content, including headings, links, images, tables, forms, and document publishing.
- Designers: Training focused on color contrast, typography, layout, focus order, and visual cues required by WCAG.
- QA and Compliance Teams: Instruction on auditing techniques, interpreting scan results, validating issues, and producing audit-ready documentation.

Courses are available as self-paced modules or instructor-led sessions to support onboarding, ongoing education, and remediation programs.

e. Document, PDF, and Media Accessibility Consulting and Remediation

As outlined in the Connectivo Discovery, Scan, and Remediation, the Connectivo platform evaluates PDF documents and multimedia assets against PDF UA and WCAG requirements. The system analyzes document structure, tagging, reading order, and presentation to identify accessibility defects and generate compliant remediation models aligned with the client's document production environment. For multimedia content, Connectivo supports captioning, transcripts, and audio descriptions with defined quality standards and validation workflows. The platform also provides accessible templates, style rules, and authoring controls that prevent accessibility defects from being introduced in future documents and media at the point of creation.

Connectivo Consulting:

Technology alone does not solve accessibility. Organizations need expert guidance to translate findings into action and to align remediation with policy, risk, and operational reality. Connectivo Consulting, using the Connectivo suite of products, provides hands-on advisory and implementation services to accelerate compliance and reduce long-term exposure.

Services are structured to meet organizations where they are, from initial assessment to full program execution.

- Accessibility Assessments: Deep evaluations of websites, applications, and documents to identify risk areas and prioritize remediation.
- Remediation Strategy and Execution: Guided remediation plans aligned to WCAG, ADA, and Section 508 with hands-on support for development, content, and document teams.
- Policy and Governance: Assistance in defining accessibility policies, workflows, and ownership models to ensure long-term sustainability.
- Validation and Audit Support: Independent validation, audit preparation, and evidence generation to support internal reviews, procurement, and regulatory inquiries.

Connectivo Consulting helps organizations move from reactive fixes to a structured accessibility program with clear ownership, measurable progress, and defensible compliance.

2. Indicate the workstreams your firm is able to support.

Workstream Alignment:

- Workstream 1 - Assessments & Audits: Fully handled through **Connectivo Discover and Scan**.
- Workstream 2 – Monitoring & Analytics: Fully handled through **Connectivo Scan**.
- Workstream 3 – Source-Level Remediation: Fully handled through **Connectivo AI Remediation**.
- Workstream 4 – Training & Capacity Building: Fully handled through **Connectivo University**.
- Workstream 5 – Policy & Governance: Fully handled through **Connectivo Governance**.
- Workstream 6 – Document & PDF Remediation: Fully handled through **Connectivo Discover and Scan**.
- Workstream 7 – Video/Audio/Multimedia: Fully managed through **Connectivo Discover, Scan, and AI Remediation**.

3. Confirm your ability to support agencies nationally and describe any limitations on geography or scope.

Connectivo supports organizations of any size, from small municipal sites with dozens of pages to large state university systems managing hundreds of thousands of pages, documents, and media files. The platform scales proportionally, so smaller entities are not forced into enterprise tiers while large portfolios benefit from volume-based efficiency.

No Geographic or Technical Limitations:

- Connectivo is CMS agnostic, supporting all platforms
- Legacy and modern application architectures
- Cloud-based deployment

4. Describe in detail your pricing structure for this cooperative contract, including: a. how you price platform/software components, b. how you price professional services, c. any volume-based or portfolio-based pricing models.

Connectivo pricing and discounts are all outlined in the sections below.

Travel Expenses

Prices do not include any travel related costs. The client is responsible for all travel expenses incurred, including airfare, lodging, meals, and ground transportation, in accordance with the client's organizational travel policy.

a. Individual Product Pricing:

The following outlines individual pricing for each product offered by Connectivo and its alignment with the workstreams identified in the RFP:

- Connectivo Discover (Workstream 1, 2, 6):
 - Per 1,000 Page: \$0.01
 - **ECPA/EDGE PUBLIC Pricing: \$0.007**
- Connectivo Scan Website (Workstream 1, 2, 6):
 - Per 100 Web Page: \$1.00
 - **ECPA/EDGE PUBLIC Pricing: \$0.70**
- Connectivo Scan PDF (Workstream 1, 2, 6):
 - Per PDF Page: \$1.00
 - **ECPA/EDGE PUBLIC Pricing: \$0.70**
- Connectivo AI Remediation Website (Workstream 3, 6):
 - Per Page: \$5.00
 - **ECPA/EDGE PUBLIC Pricing: \$3.50**
- Connectivo AI Remediation PDF (Workstream 3, 6):
 - Per PDF Page: \$2.00
 - **ECPA/EDGE PUBLIC Pricing: \$1.40**
- Connectivo AI Remediation Multimedia (Workstream 3, 6):
 - Per Minute: \$0.30
 - **ECPA/EDGE PUBLIC Pricing: \$0.20**
- Connectivo Governance (Workstream 5):
 - Per Site Yearly (Self Service): \$8,000.00

- **ECPA/EDGE PUBLIC Pricing: \$5,600.00**
- Connectivo University (Workstream 4):
 - Per User Yearly (Self-Paced): \$800.00
 - **ECPA/EDGE PUBLIC Pricing: \$560.00**
- Connectivo Consulting (Workstream 1, 2, 3, 4, 5, 6):
 - Program and engagement lead
 - Per Hour: \$225.00
 - **ECPA/EDGE PUBLIC Pricing: \$160.00**
 - Technical accessibility lead
 - Per Hour: \$200.00
 - **ECPA/EDGE PUBLIC Pricing: \$150**
 - Customer success and relationship manager
 - Per Hour: \$185
 - **ECPA/EDGE PUBLIC Pricing: \$145**

b. Professional Services Pricing:

The following pricing outlines hourly consulting rates for Connectivo Consulting personnel assigned to this engagement. Rates are structured by role and aligned to defined workstreams to ensure appropriate expertise is applied at each phase of delivery. Pricing reflects the level of responsibility, technical specialization, and leadership required to execute accessibility assessment, remediation, governance, training, and ongoing compliance services using Connectivo products as part of the consulting engagement. Connectivo product licensing and platform usage fees are priced separately and are not included in the consulting rates listed below:

- Connectivo Consulting (Workstream 1, 2, 3, 4, 5, 6):
 - Program and engagement lead
 - Per Hour: \$225.00
 - **ECPA/EDGE PUBLIC Pricing: \$160.00**
 - Technical accessibility lead
 - Per Hour: \$200.00
 - **ECPA/EDGE PUBLIC Pricing: \$150**
 - Customer success and relationship manager
 - Per Hour: \$185
 - **ECPA/EDGE PUBLIC Pricing: \$145**
 - Accessibility Trainer
 - Per Hour: \$200
 - **ECPA/EDGE PUBLIC Pricing: \$150**

c. Volume Based Pricing:

Includes Connectivo Discovery, Reporting, Scheduling, AI Remediation, Proxy, Dashboard, and Governance. The packages include workstreams 1, 2, 3, 5, 6

*Does not include implementation and professional services fee.

- Starter Package:
 - Up to 500 web pages
 - Up to 200 document pages

- Up to 5 minutes of multimedia
- Retail Price Annually: \$17,000
- **ECPA/EDGE PUBLIC Pricing: \$13,000**
- Growth Package:
 - Up to 2,500 Web pages
 - Up to 500 document pages
 - Up to 15 minutes of multimedia
 - Retail Price Annually: \$45,000
 - **ECPA/EDGE PUBLIC Pricing: \$32,000**
- Professional Package:
 - Up to 10,000 Web pages
 - Up to 8,000 document pages
 - Up to 5 hours of multimedia
 - Retail Price Annually: \$120,000
 - **ECPA/EDGE PUBLIC Pricing: \$90,000**
- Multi Agency Package:
 - Up to 50,000 Web pages
 - Up to 10,000 document pages
 - Up to 20 hours of multimedia
 - Retail Price Annually: \$260,000
 - **ECPA/EDGE PUBLIC Pricing: \$190,000**
- Customized Package:
 - 50,000+ Web pages
 - 50,000+ Web document pages
 - 20+ multimedia

Custom pricing

5. Describe any discounts you are offering through this ECPA/Edge Public cooperative contract, including: a. discounts by service type, b. discounts based on volume, term length, or aggregated cooperative usage.

All discounts are included in the Cooperative pricing listed above. If a product is not listed, a 25% discount will be applied to the standard price. The following do not qualify for any discount:

- Third-party software licenses
- Out-of-scope emergency services requested outside normal SLA parameters
- Travel expenses for on-site delivery

Connectivo guarantees that pricing offered through this ECPA/Edge Public contract equals or exceeds the best pricing we offer to any public entity or cooperative with a comparable or lower aggregate volume. If we extend better pricing elsewhere during the contract term, ECPA/EDGE PUBLIC participants will automatically receive that pricing retroactively.

6. Identify any services or modules that are not eligible for discounts, if applicable, and explain why.

The following are excluded from cooperative discounts:

- Third-party software licenses are required for specific client environments, as pricing is set by external vendors
- Out-of-scope emergency services requested outside standard SLA terms

Travel expenses (airfare, lodging, meals, ground transportation), which are billed at actual cost per the client's organizational travel policy.

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.

Connectivo confirms that ECPA/Edge Public pricing is equal to or better than pricing offered to individual public entities or other cooperatives with comparable or lower volume. If Connectivo extends more favorable pricing to another cooperative or individual entity for comparable scope and volume during the contract term, ECPA/Edge Public participants will receive the same pricing retroactively. This most-favored-customer commitment is maintained through centralized pricing governance and regular reviews.

8. Describe how new products, modules, or services introduced during the term will be price and incorporated into the contract to ensure continued competitive, cooperative-level pricing.

As accessibility standards evolve and new technologies emerge, Connectivo may introduce new service offerings or platform capabilities (e.g., WCAG 3.0 readiness assessments, emerging AI accessibility testing).

- New services will be priced at cooperative discount levels (minimum 30% below standard commercial pricing)
- Connectivo will provide a 60-day advance notice to ECPA/EDGE PUBLIC before introducing new services
- Participating agencies will have a first-access opportunity before general market availability
- Contract amendments documenting new services and pricing will be executed via ECPA/EDGE PUBLIC's standard change process

Core platform improvements (e.g., dashboard features, reporting enhancements, and additional support for WCAG 2.2 success criteria) are included in standard subscription pricing at no additional cost.

9. Describe any service warranties or guarantees your provide, including: a. performance or uptime commitments, b. remediation quality or rework policies, c. satisfaction or opt-out guarantees.

a. Performance or uptime commitments

- 99.9% platform availability (measured monthly)
- < 100ms latency impact on page load times
- Scheduled maintenance windows are communicated 7 days in advance
- Unplanned outages resolved within 4 hours or credited against subscription fees

b. Remediation quality or rework policies

If professional services deliverables (audit reports, governance plans, training materials) require revisions due to Connectivo error or misalignment with agency requirements, revisions are provided at no cost.

c. Satisfaction or opt-out guarantees

If an agency is unsatisfied with platform performance or service delivery within the first 90 days, Connectivo will:

- Conduct an executive-level review of concerns
- Implement a corrective action plan within 15 days

Offer a pro-rated refund if issues cannot be resolved to the agency's satisfaction

10. Describe any additional pricing proposals you wish to offer.

- Pilot program
 - Target audience: new participants evaluating the platform
 - Key features:
 - Three-month trial
 - One site
 - Up to 50 pages
 - guaranteed conversion; no non-renewal penalties
 - Pricing and discount

Payment credited toward subscription at signup

11. Confirm your understanding and agreement of the administrative fee structure outlined in the RFP.

Connectivo understands and agrees to the 5% administrative fee structure outlined in this RFP. The administrative fee will be calculated as 5% of the total purchase amounts (excluding taxes, refunds, and returns) for all sales made to ECPA/EDGE PUBLIC and participating agencies under the Master Agreement.

12. Explain how the administrative fee is accounted for in your pricing and how you will ensure that net pricing to agencies remains competitive.

The administrative fee is included in our cooperative pricing structure but does not increase net pricing for participating agencies.

Our approach:

- Base Pricing Optimization: We've structured our cooperative pricing to absorb administrative costs while maintaining competitiveness against direct procurement
- Volume Economics: Aggregated cooperative demand allows operational efficiencies that offset administrative fees
- Transparency: Agencies receive clear pricing documentation showing gross price, administrative fee allocation, and net cost—ensuring pricing remains defensible and auditable

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.

Traditional accessibility procurement forces agencies to choose between:

- Expensive consulting firms (\$250-\$400/hour) that deliver reports but no enforcement
- Scanning tools (\$30K-\$80K annually) that identify problems but don't fix them
- Overlay vendors that mask issues without solving them with high price tags based on network traffic
- CRM AI tools that still require the involvement of a developer and costs associated with that

Connectivo's integrated model delivers:

- Assessment + Remediation + Monitoring + Governance — for pricing comparable to scanning tools alone
- Defensible compliance evidence — reducing legal exposure and audit risk
- Sustainable operations — no continuous manual intervention required
- Predictable costs — no per-violation pricing, no surprise overages

Return on Investment

For a mid-size agency (2,500 pages, 100 document pages):

- Manual Per Page Remediation Labor:
 - $2,500 \times 2 \text{ hours} = 5,000 \text{ hours} \times \$200 = \$1,000,000$
- Manual Document Remediation Labor:
 - $100 \times 2 \text{ hours} = 200 \text{ hours} \times \$200 = \$40,000$
- Total Remediation Cost:
 - \$1,040,000
- Manual Ongoing Monitoring
 - Annual rate of change 20%: $\$1,040,000 \times 1.2 = \$1,248,000$
- Manual Governance and Training
 - \$30,000
- Totals:
 - Manual: \$1,278,000
 - Connectivo Growth Package = \$32,000
 - **Saving = \$1,246,000**

Performance Capabilities

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.

The customer experience from start to finish using this contract as follows:

a. Initial discovery and onboarding

- **Phase 1:** Initial Engagement with Edge Public
 - Edge Public will provide Product information to the customer
 - Edge Public will set up an initial meeting between Connectivo Inc. and the customer
 - Connectivo provides a free scanning of the customer website to Edge Public and Customer
 - Edge Public will explain the products and pricing according to the ECPA/EDGE PUBLIC agreement and demonstrate the ROI to the customer
 - Official quotes were sent directly from Connectivo to the customer
 - Purchase order issued to Connectivo
- **Phase II:** Onboarding
 - Connectivo will assign a project manager for the customer engagement
 - Connectivo project manager will create an initial meeting with the customer and stakeholders, including customer technical staff, to develop a full onboarding plan
 - The project plan includes consultant engagement, timelines, and deliverables

b. Assessment and roadmap

- **Phase III:** Initial Assessment and Site Identification
 - The Initial assessment includes the identification of all public sites to be remediated under the Connectivo proxy platform
 - This list will be used to base the number of pages, and document Connectivo products will be scanned and remediated
 - If desired during this phase, the customer will clean up all outdated websites and webpages
 - The schedule for Scanning and Remediation will be created during this phase
 - The customer will identify users, and Connectivo will provide training to the users for access to the Connectivo Portal
 - Connectivo Portal is the administrative console for customers to access and set up their Connectivo products
 - All administrators will be trained during this phase
- **Phase IV:** Cloud Establishment
 - Connectivo will set up all proxy sites and work with the customer network to redirect all users to the new location
 - In this phase, your public pages will be pointing to the proxy-remediated pages

c. Remediation and monitoring

- **Phase V: Remediation and Monitoring**
 - The Production system will automatically use the schedule to execute the Connectivo product, including remediation
 - Reports will be generated in the portal and ready to be monitored by customer administrators

d. Ongoing governance and improvement

- **Phase VI: Connectivo Governance and improvement**
 - Establish a documented accessibility program framework
 - Define and document ownership and accountability
 - Define training needs and stakeholders
 - Set up advisory support to address program longevity
 - Define the plan to support the program framework
 - Create a verifiable remediation process and audit trail
 - Demonstrate continuous improvement and an automatic and manual remediation plan, including training

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.

Existing members are transitioned through a structured onboarding process. Connectivo assigns a dedicated project manager who conducts discovery meetings to understand the district's current accessibility posture, existing tools, and compliance history. If the district has existing accessibility data, reports, or remediation records, Connectivo ingests and maps this information into the platform. Platform configuration includes establishing proxy sites, training users, and setting up dashboards and reporting. The experience is designed to be low-friction with no disruption to existing district operations or websites during transition.

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.

a. Requesting Services

Districts can contact Connectivo directly or through ECPA/Edge Public to request services. The sales and consulting team is prepared to support any combination of products and services, including assessments, remediation, training, and advisory engagements. Free initial assessments are available to help districts understand their accessibility posture before committing.

b. Accessing the Platform

Platform and portal access are configured during onboarding, including role based permissions. Authorized users manage engagement activities, view progress, and access deliverables through the 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.

a. Issue Search and Filtering

The portal provides comprehensive issue search and filtering by WCAG success criteria, severity, page, component, and remediation status. Drill-down capabilities allow users to see specific issues at the code level with before/after comparisons.

b. Compliance Visibility

Compliance scores, historical trends, and risk indicators are displayed on configurable dashboards. Executive-level views provide a high-level view of compliance status, while technical views show detailed issue-level data.

c. Remediation Workflows

The portal includes workflow capabilities to assign remediation tasks to specific team members, track progress, and verify completed fixes against WCAG criteria. Automated notifications alert responsible parties of new issues or status changes. The portal is further enhanced by a companion Jira project management tool to support advanced task management, sprint planning, dependency tracking, and integration with existing development workflows, enabling remediation activities to align with established engineering and IT operations.

d. Engagement History

Complete order history, engagement history, and all completed assessment reports are maintained in the portal with full historical access.

e. Documentation Access

Invoices, contract documentation, and all reports are accessible online through the portal.

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.

Connectivo supports SAML- and OIDC-compatible single sign-on, allowing districts to authenticate with their existing identity providers (Azure AD, Google Workspace, Okta, etc.). The implementation timeline for SSO integration is typically 1-2 weeks during the Cloud Establishment phase. The platform can be accessed through direct URL integration from district intranets or purchasing portals.

6. Describe any minimum engagement thresholds and how you accommodate small entities with limited budgets.

The Starter Package (\$6,500 for ECPA/Edge Public) covers up to 500 web pages with a 2-3 week implementation timeline, designed specifically for small school districts. Consulting hours are available on an as-needed basis with no minimum commitment beyond the implementation package. Connectivo's tiered pricing ensures that costs scale proportionally with the district's digital footprint.

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.

a. Tracking Capabilities

The Connectivo Portal provides real-time tracking of all open assessments, remediation items, and training activities. The Connectivo Scheduler ensures continuous remediation and audits according to defined schedules, with historical data retained to measure progress.

b. Stakeholder Reporting

Dashboards are configurable for different stakeholder types. Technical staff can view detailed issue-level data, including code snippets and WCAG references. Non-technical administrators and board members see executive summaries with compliance scores, trend lines, and risk indicators. Automated reports can be scheduled for delivery to specific stakeholders.

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

Connectivo uses a centralized tracking and communication system to manage all orders, change requests, and customer service tickets throughout the engagement lifecycle.

- All requests are logged, tracked, and time stamped within the Connectivo system
- Customers receive automated status updates and continuous visibility into progress and resolution
- All activity is auditable and retained for governance and reporting purposes

Change requests can be submitted through the Connectivo project management team, sales team, or directly through the Connectivo platform. Requests are reviewed, scoped, and processed in accordance with the terms of the executed contract, including any applicable impact to timelines, pricing, or deliverables.

Client Portal Access

Clients have full access to the Connectivo portal, which functions as a self-service control center for accessibility management across their digital properties. The portal enables organizations to independently manage their own sites without reliance on external resources.

Authorized users can:

- Fully manage site onboarding, configuration, and ongoing accessibility enforcement
- Run on demand and scheduled scans across pages, documents, forms, and media
- Review and publish remediation outcomes directly to production environments
- Monitor remediation status and accessibility coverage in real time

- Access detailed reports aligned with WCAG, PDF UA, and related standards
- Track historical scans, fixes, and publishing activity for audit and compliance needs

This model gives clients direct ownership over site management, remediation execution, reporting, and publishing while maintaining continuous visibility and control.

9. Describe your standing invoicing and payment terms, including any quick pay or early payment discounts.

Standard payment terms are Net 30 for all invoices. Connectivo does not currently offer quick-pay or early-payment discounts but is open to discussing such arrangements for large-volume engagements.

10. Describe payment types accepted including but not limited to: a) Purchase orders, b) Procurement card, c) Credit card/Debit card d) ACH.

- Purchase orders
- ACH (Automated Clearing House)
- Check

11. Please outline any additional charges for customers for using different payment forms.

There are no additional fees or surcharges associated with any accepted payment method.

12. Describe how your organization proposes to deliver services nationally, including supporting agencies across time zones and with varying technical maturity.

Connectivo is fully capable of serving Participating Public Agencies in all U.S. territories, including Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, and the Northern Mariana Islands.

The Connectivo platform operates as a cloud-based, infrastructure-level accessibility enforcement system with no geographic or technical restrictions. Core services-including continuous enforcement, remediation, governance, and audit ready reporting- are delivered remotely and function consistently across all states and territories.

Where local presence or territory-specific expertise is required, Connectivo engages vetted and trusted partners who operate directly within the Connectivo platform. These partners do not provide independent services. They extend Connectivo's delivery capacity while adhering to the same enforcement rules, governance controls, and reporting standards defined by the platform.

Territory-specific considerations include:

- Full support for federal accessibility requirements, including ADA Title II and Section 508, which apply uniformly to U.S. territories
- Spanish language support for onboarding, documentation, and training for Puerto Rico and other Spanish-speaking constituencies
- Remote delivery as the standard operating model, reducing dependency on local infrastructure

If on-site support is requested or additional capacity is needed, Connectivo can provide it directly or through vetted partners. There are no functional limitations to Connectivo's ability to support PPAs in U.S. territories.

13. Describe your ability to scale for large portfolios while also supporting smaller entities.

Connectivo supports organizations of any size, from small municipal sites with dozens of pages to large state university systems managing hundreds of thousands of pages, documents, and media files. The platform scales proportionally, so smaller entities are not forced into enterprise tiers while large portfolios benefit from volume-based efficiency.

No Geographic or Technical Limitations:

- Connectivo is CMS agnostic, supporting all platforms
- Legacy and modern application architectures
- Cloud-based deployment

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.

a,b,c. Response Times, Resolution Targets, Platform Uptime

- Problem Reporting / Escalation
 - Critical (i.e. System downtime)
 - 24x7 support is available with a 2-hour response time, including continuous update via the Connectivo Portal
 - Major Issues
 - 24x7 support with 24-hour response time, including continuous updates via the Connectivo Portal
 - Other issues
 - Business hours with 48 hours of response time, including continuous updates via the Connectivo Portal
- Customer Services support
 - Chat, Phone, and Email
- All Connectivo upgrades will be communicated to the customer administrator
- All Connectivo routine maintenance will be communicated to the customer administrator
- All Critical updates will be executed as soon as possible to avoid downtimes

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?

Connectivo provides ready to use marketing assets in multiple formats to support Edge Public contract promotion. The platform is designed to drive contract adoption and utilization through a K-12-focused accessibility solution built specifically for school districts. The ECPA contract is differentiated by cooperative pricing that delivers approximately 20 to 35 percent cost savings compared to standalone procurement, combined with automated, platform-level accessibility enforcement and reporting aligned to the operational and compliance needs of K-12 education environments.

15. Describe your problem escalation process, including escalation paths, communication expectations, and how you coordinate with agency staff to resolve issues.

All platform, remediation, delivery, or compliance related issues are logged through Connectivo's centralized support channels, including the Connectivo ticketing portal or designated Client contacts. Each issue is categorized and prioritized based on accessibility compliance impact, service availability, and user experience risk. Initial triage is performed to confirm scope, reproduce the issue, and determine severity.

Escalation Structure

- **Tier 1 Support Team**
 - Handles initial intake, triage, and issue validation
 - Addresses configuration issues, monitoring alerts, and known remediation patterns
 - Confirms scope and determines escalation path when required
- **Tier 2 Platform Engineers and Accessibility Specialists**
 - Address complex platform behavior including proxy execution, AI remediation logic, content delivery, and system integrations
 - Resolve validation discrepancies and advanced accessibility issues
 - Coordinate controlled testing and verification across environments
- **Tier 3 Senior Engineering and Architecture Leadership**
 - Engaged for systemic risks, platform level defects, or issues affecting multiple Clients
 - Handles architectural changes, severity driven incidents, and long term corrective actions
 - Escalation occurs automatically based on severity thresholds or manually at Client request

Communication and Coordination

- Issues are acknowledged within defined response times based on severity
- Status updates are provided at regular intervals until resolution
- Critical incidents trigger real time communication through agreed channels such as email or live bridge sessions
- All actions, findings, and resolutions are documented and shared with the Client

Client Collaboration and Resolution

- Connectivo works directly with Client technical, content, and compliance teams during investigation and resolution
- Supports controlled testing, selective proxy bypass when required, and parallel environment validation
- Changes are applied incrementally and can be immediately rolled back if needed

Upon resolution, Connectivo provides a written summary detailing root cause, corrective actions, and preventive measures. Recurring or high impact issues are incorporated into ongoing monitoring,

governance, and continuous improvement workflows.

17. Describe how customers can verify they are receiving the correct contract pricing and terms.

Customers receive contract pricing documentation at the initial engagement to ensure full visibility of discounts. The Connectivo Portal displays applicable contract pricing for all services. All quotes and invoices reference the ECPA/Edge Public contract pricing schedule. Districts can contact their assigned Customer Success Manager or Edge Public directly to verify pricing at any time.

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.

Connectivo will provide quarterly sales and usage reports to ECPA and Edge Public, showing total gross dollar volume with breakdowns by:

- Individual participating agency (school district, education service center, or other entity)
- State and region
- Major service categories (assessments, remediation, training, governance, consulting hours)

Monthly reports are also available with the same breakdowns. All reporting is maintained in the Connectivo internal tracking system with continuous updates.

Offeror Qualifications & Experience

1. Please provide the name, address, phone number, and email address for the authorized agent submitting the proposal.

- **Name:** Farsheed Atef
- **Address:** 164 Milky Way, Irvine, CA 92618
- **Phone:** +1 (714) 381-3449
- **Email:** farsheed@connectivo.ai

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.

a. Legal Name and Corporate Structure

- **Legal name:** Connectivo, Inc.
- **Corporate structure:** C-Corporation, Incorporated in Delaware

b. Year Established and Corporate Headquarters Location

- **Year established:** 2025
- **Corporate headquarters:** Orange, CA

c. Primary Office Locations Relevant to Servicing this Contract

- **Primary office locations relevant to servicing this contract:** Orange, CA

3. Describe the scope of clients you currently service, with emphasis on public sector entities.

Connectivo is deployed across a broad range of public sector environments where digital accessibility, governance, and audit readiness are mandatory system requirements. The platform is designed to operate at scale in complex, regulated settings with large public facing digital footprints and decentralized content ownership.

Connectivo supports public sector organizations including:

- State government agencies operating public websites, applications, and document repositories subject to ADA, Section 508, and state accessibility mandates
- Local governments and municipalities delivering citizen services, public information portals, and digital forms
- Public higher education institutions including universities and community colleges managing large scale websites and high volume document ecosystems
- Special districts and public authorities such as transportation, utilities, and public service entities with formal regulatory oversight and public accountability obligations

The platform is built to handle large content inventories, distributed publishing models, legacy systems, and continuous change without disrupting production environments.

Connectivo is also deployed in other regulated environments that require defensible accessibility enforcement and audit ready reporting. The platform supports organizations operating under formal compliance frameworks, consent decrees, settlement agreements, or external audit oversight by providing controlled remediation execution, validation workflows, and immutable reporting.

Across all public sector deployments, Connectivo is used by organizations that:

- Operate at scale across thousands of pages, documents, and digital assets
- Require formal governance, ownership controls, and repeatable compliance workflows
- Are subject to legal, regulatory, or audit scrutiny
- Need automated enforcement and reporting rather than manual or project based remediation

This operating profile has directly shaped how Connectivo is engineered, enabling consistent enforcement, predictable outcomes, and continuous compliance across agencies of varying size, complexity, and technical maturity.

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.

a. Years of Experience

Connectivo's founding team brings 50+ years of combined experience in accessibility technology, web development, and public sector digital services. Core AI remediation engine technology has been in development since 2021, with a commercial platform launch in 2023.

b. Standards Expertise

Connectivo's team has deep expertise across the full landscape of accessibility standards and regulations:

- WCAG (Web Content Accessibility Guidelines):
- WCAG 2.0 Level A, AA (legacy implementations)
- WCAG 2.1 Level AA (current standard for ADA Title II compliance)
- WCAG 2.2 Level AA (latest version, effective as of October 2024)
- Emerging WCAG 3.0 (W3C working draft monitoring and readiness planning)

U.S. Federal Standards:

- Section 508 of the Rehabilitation Act (Revised 2017 standards incorporating WCAG 2.0 Level AA)
- ADA Title II (state and local government digital accessibility, 2026/2027 DOJ deadlines)
- ADA Title III (private entities and places of public accommodation)
- 21st Century IDEA (Integrated Digital Experience Act) for federal agencies

State & Local Requirements:

- California Government Code 7405, 11135 (state agency digital accessibility)
- New York State Technology Law (accessibility standards for state and local government)
- Massachusetts Executive Order 595 (accessible information technology)
- Illinois Information Technology Accessibility Act (IITAA)
- Various municipal ordinances and consent decrees

International Standards:

- EN 301 549 (European accessibility requirements for ICT products and services)
- Accessibility for Ontarians with Disabilities Act (AODA)

c. DOJ Compliance and Settlement Experience

Connectivo can be used by public sector and enterprise organizations that must demonstrate compliance with DOJ accessibility requirements and court-enforced settlement terms. The platform is designed to support organizations operating under regulatory, legal, or contractual accessibility obligations by providing defensible remediation, governance, and audit-ready reporting.

Connectivo functions as a compliance system of record. It provides continuous enforcement, structured governance, and immutable audit trails aligned with the documentation and evidentiary standards commonly expected in DOJ and court-reviewed compliance matters. These requirements informed how Connectivo is architected and operated, without implying direct engagement with the DOJ.

- **Defensible documentation:** Connectivo functions as a compliance system of record. Every remediation action, rule enforcement, and exception is automatically logged with time-stamped evidence designed to withstand review by DOJ staff, opposing counsel, expert witnesses, and courts.
- **Measurable progress:** Connectivo enforces accessibility continuously and reports against defined metrics, timelines, and risk thresholds. Progress is quantifiable, repeatable, and exportable for formal compliance reporting.
- **Institutional commitment:** Connectivo embeds governance into the platform. Policies, enforcement rules, and accountability are centralized, ensuring leadership oversight and sustained compliance without reliance on ad hoc manual effort.
- **User-centered validation:** Connectivo prioritizes functional usability over checklist scoring. Remediation is validated against real assistive technology behavior to ensure people with disabilities can use the service, not just pass automated tests.

This operating model applies across all Connectivo deployments, regardless of whether a client is under active legal oversight.

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

Connectivo is built specifically to operate within cooperative and multi-client contract models where a single platform must scale across many independent entities, jurisdictions, and governance structures while maintaining consistent compliance outcomes.

Connectivo has been deployed in public universities, regional programs in which public-sector clients operate under a shared contract vehicle while retaining local control. In these programs, Connectivo serves as the centralized enforcement and reporting layer, allowing each participating entity to onboard independently without duplicating procurement, tooling, or compliance frameworks.

From these deployments, Connectivo has proven its ability to:

- Onboard new clients rapidly without re-architecting the platform
- Enforce consistent WCAG and ADA standards across heterogeneous environments
- Scale nationally across jurisdictions without geographic or technical constraints
- Connectivo provides clear pricing alignment, real-time visibility into enforcement activity, and audit-ready reporting
- Even within national programs, Connectivo pairs centralized platform delivery with dedicated client support, ensuring issues are addressed quickly and in context

Connectivo embeds governance directly into its operating model, enabling clear accountability, structured decision-making, and consistent communication across multi-client environment.

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

Connectivo combines a technology-first operating model with the institutional stability required for multi-year public sector contracts. The company is supported by a strong financial footing, comprehensive insurance coverage, and a proven production platform, providing a secure and dependable foundation for municipal, state, and agency partnerships.

Connectivo's proprietary, patent-pending technology significantly reduces the time institutions need to achieve DOJ compliance ahead of the April enforcement deadlines. By automating enforcement, remediation, and documentation at the infrastructure layer, the platform accelerates deployment timelines, enabling faster go-live across large and complex environments. This capability has driven rapid adoption, with a recurring annual revenue model that supports sustained growth and ongoing platform investment.

Insurance & Risk Management

- Professional Liability (E & O): \$2,000,000
- General Liability: \$2,000,000
- Cyber Liability: \$1,000,000
- Workers' Compensation: Covered

7. Describe your capacity to provide the full scope of products and services described in this RFP to agencies throughout the US.

Connectivo is fully capable of serving Participating Public Agencies in all U.S. territories, including Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, and the Northern Mariana Islands.

The Connectivo platform operates as a cloud-based, infrastructure-level accessibility enforcement system with no geographic or technical restrictions. Core services-including continuous enforcement, remediation, governance, and audit ready reporting- are delivered remotely and function consistently across all states and territories.

Where local presence or territory-specific expertise is required, Connectivo engages vetted and trusted partners who operate directly within the Connectivo platform. These partners do not provide independent services. They extend Connectivo's delivery capacity while adhering to the same enforcement rules, governance controls, and reporting standards defined by the platform.

Territory-specific considerations include:

- Full support for federal accessibility requirements, including ADA Title II and Section 508, which apply uniformly to U.S. territories
- Spanish language support for onboarding, documentation, and training for Puerto Rico and other Spanish-speaking constituencies
- Remote delivery as the standard operating model, reducing dependency on local infrastructure

If on-site support is requested, Connectivo can provide it directly or through vetted partners. There are no functional limitations to Connectivo's ability to support PPAs in U.S. territories.

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

The following challenges are addressed by Connectivo to ensure support for organizations of various sizes and their relevant challenges:

- **Challenge 1: Different sizes mean different complexity**

Small agencies usually have simple sites and limited staff. Large agencies have massive sites, multiple systems, and strict change controls. The risk is over-engineering for small agencies and under-engineering for large ones.

How we address it: we use the same core platform but apply it in tiers. For small agencies, we handle everything end-to-end with minimal setup. For large agencies we integrate into existing workflows, approval chains, and environments. Same engine, different depth of deployment.

- **Challenge 2: Uneven technical capability**

Some agencies have full IT teams. Others rely on non-technical staff or outside vendors. If the solution requires deep technical knowledge, adoption fails.

How we address it: the system is automated and managed. Non-technical users get dashboards, reports, and clear actions. Technical teams get APIs, logs, and configuration controls. Nobody is forced to learn tools they do not need.

- **Challenge 3: Fear of disruption**

Large agencies worry about breaking production systems. Small agencies worry about ongoing maintenance and unexpected cost increases.

How we address it: we operate at the infrastructure and service layer, not inside the site codebase, so no rewrites or refactors are required. Changes are applied incrementally, monitored continuously, and can be rolled back immediately if an issue is detected. This minimizes operational risk for both large and small agencies.

In addition, Connectivo's proxy can be fully bypassed or selectively bypassed to reduce risk during sensitive deployments. Agencies can exclude specific pages, file types, or entire environments such as staging or production. This enables phased rollouts, side-by-side validation, and instant fallback without disrupting live systems or end-user access.

- **Challenge 4: Pricing fairness**

Flat enterprise pricing alienates small agencies. Usage-based pricing can scare large agencies if it is unpredictable.

How we address it: pricing scales with measurable factors like page count and asset volume. Costs increase only when the agency footprint increases. This keeps pricing proportional and predictable.

- **Challenge 5: Compliance accountability**

Large agencies need audit trails and formal reporting. Small agencies just want to know they are compliant.

How we address it: reporting is automatic for everyone. Smaller agencies get clear compliance status. Larger agencies get detailed logs, history, and exportable evidence for audits.

Bottom line. The mistake most vendors make is building for one agency size and forcing everyone else to adapt. We do the opposite. One platform, flexible delivery, matched to the agency, not the other way around.

9. Identify the key personnel who will lead and be engaged in the implementation and ongoing management of this contract.

Connectivo has structured a leadership team to manage both the high-level strategic requirements of the ECPA/EDGE PUBLIC contract and the granular technical enforcement required for WCAG 2.1 AA/2.2 AA compliance. Our team provides a bridge between executive oversight and "invisible" technical remediation.

- **Program / Engagement Lead**

The Program Lead with 20+ years of experience leading programs involving government and public institutions serves as the primary executive point of contact, responsible for strategic alignment, contract compliance, and high-level governance.

- **Designated Personnel:** Angela Myers
- **Key Certifications:** PMP
- **Key Responsibilities:**
 - Acts as the Tier 4 executive contact for critical decision-making and relationship management.
 - Conducts executive-level reviews of concerns and implements corrective action plans if necessary.
 - Oversees the delivery of the Connectivo Governance structured Accessibility Program and Planning Reports.
 - Ensures compliance with the 5% administrative fee and quarterly sales reporting requirements.
- **Public Sector Specialization:**
 - 10+ years in public sector consulting
 - Master contract governance
 - Interlocal Agreement Procurement
 - Multi-Client Onboarding

- **Technical Accessibility Lead**

The Technical Leads oversee the deployment of Connectivo's AI-driven stack and ensure that remediation meets rigorous third-party standards.

- **Designated Personnel:** Bon Lazaga
- **Key Responsibilities:**
 - Manages the integration of the Connectivo Proxy into existing infrastructure, whether via cloud deployment or Application Delivery Controllers like F5.
 - Supervises Connectivo AI Remediation, ensuring that the generated "remediation recipes" resolve defects at the code level.
 - Directing functional testing using screen readers and other assistive technologies to validate real user interactions and workflows, ensuring accessibility is verified through actual usage rather than relying solely on automated scores or surface-level checks.
 - Acting as the lead consultant for MMSA member Clients requiring specialized guidance on "undue burden" or "fundamental alteration" determinations in alignment with DOJ guidance.
- **Technical Specialization:**
 - WCAG 2.1/2.2 AA Auditing
 - WAI-ARIA Remediation
 - Assistive Technology (JAWS/NVDA/VoiceOver) Expert
 - PDF/UA Document Remediation
 - Excel Budget Accessibility
 - Accessible GIS/Mapping

- **Customer Success / Relationship Manager**

The Customer Success team manages the daily lifecycle of participating agencies, focusing on onboarding, training, and operational maturity.

- **Designated Personnel:** Sarah Gamba
- **Key Responsibilities:**
 - Serves as the Tier 2 escalation point for service delivery, scope discussions, and team coordination.
 - Facilitates the Connectivo University training modules, tailoring curricula for executives, developers, and content authors.
 - Assists agencies in utilizing the Connectivo Technical Dashboard to manage issue lists and compliance trends.
 - Manages the Connectivo Scheduler to ensure audits run on the organization's preferred recurring intervals.
- **Public Sector Specialization:**
 - Municipal Regulatory Fluency
 - Technology Stack Integration

Member-Client Success Management

10. Indicate whether your company is minority-owned, women-owned, or holds any other relevant certifications.

We are not a minority owned or women owned business and do not currently hold MBE, WBE, DBE, or similar certifications. We remain committed to inclusive hiring practices, equal opportunity employment, and partnering with diverse suppliers where appropriate.

11. Provide 3 references from public sector clients for whom you have provided digital accessibility services and/or platforms of similar scope and complexity.

Reference 1: Community College

Entity Name: Cerritos Community College

Entity Type: Community College

Engagement Overview:

This engagement is currently in the delivery phase and supports the Community College's strategic objectives related to inclusive digital access, regulatory compliance, and student success. Connectivo in association with Sparient, is partnering with the College through an initial six-month implementation period, followed by ongoing operational support, to advance alignment with WCAG 2.2 AA, reduce ADA Title II exposure, and institutionalize accessibility as a sustained, enterprise-wide capability.

The approach is intentionally designed to extend beyond one-time remediation. The program combines structured governance, prioritized accessibility remediation, and AI-enabled monitoring to establish a scalable and repeatable accessibility operating model across the College's public-facing digital environment.

Scope & Complexity:

The engagement is structured as a comprehensive digital accessibility program covering discovery, assessment, remediation, automation, validation, and governance for in-scope public digital properties.

During the six-month implementation phase, activities include the inventorying and risk prioritization of websites and key subsites; identification of high-impact, student-facing content areas such as admissions, enrollment, financial aid, and student services; execution of a WCAG 2.2 AA baseline accessibility assessment with gap analysis; and remediation of prioritized global templates, shared components, navigation, forms, and other high-risk pages.

The engagement includes the phased deployment of a secure, proxy-based AI accessibility platform to support automated scanning, remediation, and continuous monitoring for up to 10,000 web pages and 2,000 PDF documents. This is supported by dashboards, training, and reporting capabilities.

Following implementation, Connectivo in association with Sparient, provides ongoing support, including continuous monitoring, periodic manual validation, DOJ-ready audit documentation, recurring compliance reporting, and accessibility guidance for content owners. Executive-level reporting, trend analysis, and compliance summaries are delivered on a recurring basis to support sustained compliance and ongoing risk reduction.

Key Deliverables (*In Progress / Planned*)

- Inventory of in-scope public-facing websites and key subsites
- Identification and risk ranking of mission-critical, student-facing content (e.g., admissions, enrolment, financial aid, student services)
- WCAG 2.2 AA baseline accessibility assessment and gap analysis
- Remediation of prioritized global templates, shared components, navigation, forms, and high-risk pages
- Updated or newly created accessibility statements
- Phased deployment of a secure, proxy-based AI accessibility platform with automated scanning, remediation, monitoring, dashboards, and training (up to 15,000 web pages and 2,000 PDFs)
- Manual accessibility audits for representative pages and critical student journeys
- DOJ-ready compliance documentation and monthly compliance reports
- Continuous monitoring alerts and issue tracking
- Quarterly executive summaries with trend analysis and recommendations
- Final annual accessibility compliance report (planned at engagement completion)

Success Metric:

Implementation is underway, with success measured by **completing baseline WCAG 2.2 AA evaluations**, ongoing remediation of prioritized student-facing content, and the phased deployment of the AI accessibility platform. Key indicators include progress against manual audit coverage targets, timely compliance reporting, and resolution of identified accessibility issues. Early indicators of success include **reduced critical accessibility barriers and increasing adoption of accessibility practices** across participating College teams.

Reference Contact:

- **Name:** Patrick O'Donnell
- **Title:** Director of Information Technology
- **Email:** podonnell@Cerritos.edu
- **Phone:** 562-860-2451 X2157

Reference 2: Private/ Public Research

Entity Name: Informative Research

Entity Type: Mortgage and Lending Credit Verification Services

Engagement Overview:

At Informative Research, Connectivo in association with Sparient delivered a proof-of-concept (PoC) accessibility initiative to validate the feasibility, effectiveness, and operational approach for improving digital accessibility across a subset of the client's digital ecosystem. The engagement focused on select web properties, internal platforms, APIs, and customer-facing applications, aligned with WCAG 2.2 AA and applicable regulatory expectations.

The PoC combined accessibility governance, targeted remediation, automated and manual testing, stakeholder training, and monitoring to demonstrate measurable reduction of accessibility barriers, improved user experience for individuals with disabilities, and to generate actionable insights for scaling accessibility practices enterprise-wide.

Scope & Complexity:

This engagement was executed as a time-bound, scoped PoC designed to assess accessibility readiness and implementation effort before broader adoption. The scope included:

- Inventory and prioritization of selected digital assets and integrations
- Baseline accessibility assessments to identify key compliance gaps and risks
- Targeted design and code-level remediation for identified issues
- Deployment and configuration of automated accessibility testing tools
- Manual validation using assistive technologies to confirm remediation effectiveness
- Establishment of preliminary governance, monitoring, and reporting processes

The PoC successfully demonstrated the technical feasibility, delivery approach, and scalability considerations, providing Informative Research with clear recommendations and a roadmap for expanding accessibility compliance across the organization

Key Deliverables: Proof of concept for the following items:

- Baseline Accessibility Assessment
- Risk Prioritization and Gap Analysis
- Remediation Outputs
- Technology Enablement
- Testing and Validation

Reference Contact:

- **Name:** Ajay Trilokeshwaran
- **Title:** EVP Information Technology
- **Email:** AjayT@InformativeResearch.com
- **Phone:** 562-312-6335

Reference 3: Large State University

Entity Name: California State University, Los Angeles

Entity Type: California State University

Engagement Overview:

Connectivo in association with Sparient's engagement with Cal State LA, is **currently in the implementation phase** and is structured as a **12-month accessibility transformation program** designed to move beyond point-in-time remediation toward establishing a sustainable and operationally embedded accessibility practice.

The engagement focuses on **advancing toward WCAG 2.2 AA conformance**, reducing ADA Title II legal exposure, and incrementally institutionalizing accessibility across Cal State LA's digital ecosystem. Connectivo in association with Sparient, is implementing a phased approach that combines **strategic governance, hands-on remediation, and AI-enabled automation** to support near-term risk reduction while building long-term compliance maturity.

Scope & Complexity (In Progress):

- **Digital Property Discovery & Risk Assessment.** Activities currently underway or planned within the engagement include:
 - Inventorying in-scope public-facing websites and key subsites
 - Identifying and classifying mission-critical and legally sensitive content (e.g., admissions, financial aid, student services)
 - Conducting WCAG 2.2 AA baseline accessibility assessments using a hybrid automated and manual approach
 - Performing risk ranking and gap analysis to inform remediation prioritization
- **Website & Platform Remediation.** Remediation efforts are being executed on a prioritized, phased basis and include:
 - Updates to global templates, navigation, forms, and shared UI components
 - Targeted fixes for high-risk and high-impact pages identified during discovery
 - Cleanup and rationalization of outdated, duplicate, or non-compliant content
 - Review and update of accessibility statements for applicable properties
- **AI-Enabled Accessibility Implementation.** The engagement includes the **phased deployment** of Connectivo AI's secure, proxy-based accessibility platform, including:
 - Configuration for automated scanning, remediation, validation, and monitoring
 - Planned coverage for up to 15,000 web pages and 2,000 PDF documents
 - Enablement of administrative training, dashboards, and automated reporting as deployment progresses
- **Validation, Reporting & Legal Readiness.** As remediation advances, Connectivo in association with Sparient is:
 - Performing manual accessibility reviews of representative pages and critical user journeys
 - Producing DOJ- and legal-ready audit documentation, including methodologies, issue logs, and remediation tracking
 - Providing ongoing monthly compliance status reporting
- **Ongoing Monitoring, Support & Governance.** Governance and monitoring capabilities are being introduced incrementally and include:
 - Continuous monitoring for new and regressed accessibility issues
 - Support for new content and major page updates within the agreed scope
 - Accessibility guidance for content owners and digital teams
 - Quarterly executive summaries with trend analysis and recommendations
 - A final annual compliance report is planned at the conclusion of the engagement

Key Deliverables (In Progress / Planned)

- **Discovery & Baseline:** Site inventory, risk ranking, baseline WCAG 2.2 AA assessment, gap analysis
- **Remediation:** Updated templates, remediated priority pages, accessibility statement updates
- **AI Deployment:** Proxy configuration, dashboards, automated reports, training
- **Validation:** Manual audits, DOJ-ready documentation, monthly reports
- **Governance:** Quarterly summaries, monitoring outputs, final annual report

Success Metrics:

Implementation is **underway**, with progress measured by completing baseline assessments, remediating prioritized high-risk content, and deploying AI-enabled monitoring in phases. **To date, approximately 92% of identified critical accessibility barriers have been addressed**, contributing to the dismissal of a formal ADA-related complaint, while remaining remediation and governance activities continue as part of the ongoing program.

Reference Contact:

- **Name:** Berhanu Tadesse
- **Title:** AVP and CIO, ITS
- **Email:** btadess3@calstatela.edu
- **Phone:** 323.343.2704

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 entities.

Enterprise-Level Accessibility Remediation and Governance

Connectivo delivers enterprise-level accessibility remediation and governance solutions designed to scale with organizational growth while maintaining continuous compliance enforcement. The platform addresses the fundamental challenge organizations face: accessibility deteriorates as websites evolve and expand.

Rather than focusing solely on fixing individual accessibility issues, Connectivo establishes sustainable, defensible accessibility programs aligned with real-world operational requirements. The platform combines automated remediation powered by artificial intelligence with governance planning and transparent reporting to support organizations in achieving comprehensive accessibility compliance.

Connectivo AI

At the foundation of the platform is Connectivo AI, a specialized large language model purpose-built for accessibility work. This AI engine analyzes code, identifies accessibility issues, and generates remediation recommendations informed by millions of real-world accessibility violations and their corresponding fixes.

The system evaluates websites by rendering them across multiple screen sizes, combining visual comprehension with structural code analysis. This dual-layer approach examines both the HTML markup and the underlying code architecture, enabling the AI to move beyond simple rule-based checking and produce precise, contextually appropriate remediation instructions that can be implemented automatically.

Connectivo Intelligent Proxy

The Connectivo Intelligent Proxy operates in real time between web servers and end users, serving as an intermediary layer that continuously enforces accessibility. As pages are requested, the proxy identifies accessibility issues, applies appropriate corrections instantaneously, and delivers remediated HTML at wire speed.

All remediation occurs dynamically without storing site data or requiring access to source code repositories. Users and assistive technologies receive corrected content as part of the standard page load process. This architecture ensures accessibility remains continuously enforced without disrupting existing publishing workflows or development processes.

Connectivo Enterprise Management Portal

The enterprise portal provides centralized management capabilities for organizations maintaining multiple sites across departments and geographical regions. The portal features fine-grained access controls, enabling administrators to delegate responsibilities while maintaining oversight.

Key portal capabilities include:

- Comprehensive visibility into current accessibility status and historical progress across all managed sites
- Automated scan scheduling and execution
- Automated communication and notification systems for responsible parties
- Publishing tools for accessibility plans and governance documentation
- Integrated coding environment for reviewing applied fixes and making direct code modifications when necessary

Evidence-Based Compliance

Accessibility initiatives must withstand regulatory scrutiny and legal review. Connectivo addresses this requirement by mapping each remediation directly to specific WCAG success criteria, enabling the generation of audit-ready documentation and Voluntary Product Accessibility Template (VPAT) support.

Organizations receive support in developing comprehensive accessibility plans that document governance structures, remediation practices, and ongoing oversight mechanisms. This documentation provides leadership teams, legal counsel, and external auditors with clear evidence of active, sustained compliance efforts.

Strategic Benefits

The Connectivo platform delivers several key strategic advantages:

- **Developer Independence:** The AI coding engine operates without requiring developer intervention, reducing resource constraints and accelerating remediation timelines.
- **Continuous Enforcement:** Automated delivery mechanisms ensure accessibility remains enforced as content changes, preventing regression.
- **Non-Disruptive Implementation:** The proxy-based architecture requires no modifications to existing infrastructure or workflows.
- **Scalability:** The platform accommodates organizational growth and expanding digital properties without proportional increases in manual effort.
- **Legal Defensibility:** Comprehensive documentation and WCAG mapping provide evidence for regulatory compliance and legal defense.

Approach

Connectivo's approach recognizes that sustainable accessibility requires more than technical remediation. The platform provides the tools, automation, and documentation necessary to establish long-term accessibility programs that integrate with organizational operations and satisfy both ethical obligations and regulatory requirements.

By combining artificial intelligence, automated enforcement, and enterprise-grade governance capabilities, Connectivo enables organizations to maintain accessibility compliance at scale while minimizing operational burden and maintaining workflow integrity.