

Summary

Name **Respond to Questions**

Vendor **Sparient, Inc**

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.

Sparient brings **Connectivo AI**, a patent-pending AI accessibility platform built on an intelligent proxy architecture, to deliver comprehensive public-sector web accessibility compliance. *Please refer to the attached document, “**Sparient Accessibility Intelligence & Remediation Platform – Product Overview**,” for details.*

Our proposal combines **consulting-grade accessibility expertise** with **Connectivo AI’s automated enforcement and remediation capabilities**, enabling Sparient to support **all SEVEN workstreams as requested in the RFP across the full accessibility lifecycle**—from assessment and remediation to continuous monitoring and compliance assurance.

1. Integrated Product Suite: Seven Components for Complete Compliance

Our solution consists of seven integrated products, each addressing a specific aspect of accessibility compliance as required by this RFP:

Connectivo is patent-pending technology that automatically detects, fixes, and delivers accessible web pages, documents, multimedia, and forms in real time using an AI-powered proxy, while generating audit-ready reports that prove ongoing accessibility compliance.

Unlike traditional accessibility tools that scan and report issues, Connectivo actively remediates accessibility violations as pages are served to users—eliminating the developer bottleneck and ensuring continuous compliance without disrupting publishing workflows.

The Sparient Advantage:

Sparient doesn't just find problems—it solves them before they reach the user.

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#1: Connectivo Discover

Intelligent Website Discovery & Site Health Assessment

What It Does:

Before accessibility can be addressed, you need complete visibility into your digital footprint. Most public agencies underestimate the scope of their web presence—forgotten microsites, legacy content, orphaned documents,

and third-party integrations often remain hidden until a compliance review surfaces them.

Connectivo Discover functions as a comprehensive diagnostic crawler that identifies every accessible digital asset while simultaneously stress-testing the underlying infrastructure for structural failures that block users before accessibility even becomes a factor.

How It Works:

Accessibility Audit Roadmap: Strategic Phases for Digital Compliance & Inclusive UX

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Deliverables:

- Complete digital asset inventory (pages, documents, forms, media)
- Site health report (broken links, redirects, server errors)
- Ownership mapping (which departments own which properties)
- Prioritized asset list for remediation sequencing

#2: Connectivo Scan

Real Browser Environment Accessibility Analysis

What It Does:

Meeting WCAG 2.1 AA and 2.2 AA standards requires more than checking static HTML. Modern websites rely on JavaScript, dynamic loading, and complex CSS. Traditional scanners often miss issues because they only parse raw HTML without rendering the page as users actually experience it.

Connectivo Scan evaluates pages exactly the way a user experiences them—loading each page in a real browser environment and scrolling through the entire page so all JavaScript-driven and lazy-loaded content renders before analysis.

Three-Layer Analysis Approach:

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Output:

A consolidated accessibility report combining visual and code-level findings to provide a complete, accurate view of accessibility gaps across all digital assets.

Issue Categorization:

While Connectivo's primary focus is automated remediation rather than manual triage, all identified issues are mapped to:

- WCAG Success Criteria (e.g., 1.1.1, 2.4.6, 3.3.2)
- Impact level (affects which users, how severely)
- Asset type (page, form, document, media)
- Remediation complexity

Deliverables:

- Comprehensive WCAG 2.1 AA / 2.2 AA audit report
- Issue inventory with WCAG mapping
- Visual evidence (screenshots showing violations)
- Document-level accessibility findings
- Prioritized remediation recommendations

#3: Connectivo AI Remediation

Automated Code-Level Accessibility Fixes

What It Does:

This is where Connectivo fundamentally diverges from traditional accessibility platforms. **Most tools stop at reporting, generating thousands of issues and leaving remediation to internal teams or external consultants. Connectivo automatically resolves accessibility issues** using a fine-tuned AI model trained on hundreds of thousands of real-world accessibility cases.

Whether working with web pages, documents, forms, or multimedia content, accessibility violations are remediated at the code level—enabling fixes that go beyond detection into actual enforcement.

The AI Remediation Process:

A Four-Stage Cycle from Detection to Validated Deployment

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Critical Distinction: No Overlays or Widgets

Connectivo fixes the foundation, while widgets only paint the windows

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What Gets Remediated Automatically:

Issue Type	Example Fixes	WCAG Criteria
Missing Alt Text	AI generates contextual descriptions for images	1.1.1 Non-text Content
Heading Structure	Corrects h1→h3 jumps, ensures proper hierarchy	1.3.1 Info & Relationships
Color Contrast	Adjusts foreground/background colors to meet 4.5:1 ratio	1.4.3 Contrast (Minimum)
Form Labels	Associates labels with inputs, adds ARIA where needed	3.3.2 Labels or Instructions
Keyboard Navigation	Fixes tab order, adds keyboard event handlers	2.1.1 Keyboard
ARIA Misuse	Corrects improper roles, states, properties	4.1.2 Name, Role, Value
Link Text	Replaces "click here" with descriptive text	2.4.4 Link Purpose
Focus Management	Ensures visible focus indicators, logical order	2.4.7 Focus Visible

#4: Connectivo Proxy

Deliverables:

- Remediated pages, documents, and forms served to all users
- Fix reports documenting each remediation action
- WCAG success criteria mapping for every fix
- Before/after code comparison

- IBM Accessibility Checker validation protocols

What It Does:

Accessibility remediation often stalls during deployment while engineering teams merge changes, test, and release updates. **Connectivo Proxy removes this bottleneck by applying fixes dynamically at delivery time**—the moment a visitor requests a page.

The proxy operates as a high-performance intermediary between your web server and end users, observing each request, applying validated accessibility corrections in real-time, and delivering WCAG-compliant pages before they reach the browser.

How the Proxy Works:

Real-Time Delivery Workflow: How the Intelligent Proxy ensures "Accessible by Default" experiences

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Key Operational Characteristics:

Zero Developer Involvement Required:

- No code changes to the origin server
- No access to CMS or repositories needed
- No deployment cycles
- Content teams publish exactly as they always have

Flexible Integration Options: Integration Flexibility: Three enterprise-grade models for seamless proxy deployment.

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Note: All models support Mutual TLS (mTLS) and IP Whitelisting for hardened security.

Enterprise-Grade Performance:

- Handles high traffic volumes (thousands of requests per second)
- Supports multiple domains and sites simultaneously
- Works across distributed CMS platforms
- Scales from dozens to hundreds of thousands of pages
- Performance maintained as content and traffic grow

Privacy & Security by Design:

Data Privacy & Governance: Zero-Persistence Architecture for Modern Compliance

Fast, Reversible Deployment:

- Implementation: 2-4 weeks typical
- Rollback capability if needed
- Compatible with common enterprise architectures
- No disruption to existing operations

Deliverables:

- Fully operational intelligent proxy serving accessible content
- Integration with agency web infrastructure
- Performance monitoring and optimization
- SSL certificate management
- Ongoing proxy operation and maintenance

#5: Connectivo Scheduler

Continuous Monitoring & Historical Compliance Tracking

What It Does:

Accessibility compliance is not a one-time event. Websites change daily new content is published, templates are updated, and documents are added. Without continuous oversight, accessibility risks reappear as quickly as they're fixed.

Connectivo Scheduler ensures continuous remediation and monitoring based on your organization's defined schedule, while maintaining a comprehensive historical record that proves measurable progress over time.

How Continuous Monitoring Works:

Continuous Oversight and Trend Analysis: Automated governance to ensure long-term, defensible compliance.

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Deliverables:

- Automated recurring scans (daily/weekly/monthly)
- Historical compliance data retained indefinitely
- Trend dashboards showing progress over time
- Configurable alert notifications
- Comparative analysis report

#6: Connectivo Governance

What It Does:

Accessibility compliance is not only a technical requirement, it's an administrative and legal one. Institutions are expected to demonstrate planning, ownership, documented processes, and continuous improvement.

Regulators and legal teams don't only ask "Is your website accessible?" They ask:

- Do you have a documented accessibility program?
- Is it active and operational?
- Can you prove you've made measurable progress?
- Who is accountable for maintaining compliance?

Connectivo Governance automatically generates and maintains the structured documentation required to answer these questions defensively.

Core Governance Components:

Connectivo Governance Framework: Turning regulatory requirements into automated organizational assets.

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Deliverables:

- Formal Accessibility Program and Planning Report
- Published accessibility plan (public web page)
- Asset ownership mapping documentation
- Remediation audit trail and historical records
- Quarterly/annual compliance summary reports
- Evidence packages suitable for legal/regulatory review

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#7: Connectivo University

Role-Based Training & Institutional Capacity Building

What It Does: Accessibility compliance fails when knowledge comes to one person or one vendor. Organizations need repeatable training that matches real roles and responsibilities, not generic theory that staff can't apply to their actual jobs

Connectivo University provides structured instructor-led and self-paced training aligned to how teams actually build, manage, and publish digital content.

Role-Based Training Architecture:

Target Role	Primary Training Focus	Key Topics & Deliverables
Executives & Stakeholders	Strategy & Governance	Regulatory obligations, organizational risk, procurement, and ROI/business exposure.
Developers	Technical Implementation	WCAG requirements, semantic HTML, ARIA, and framework-specific accessibility.
Content Authors & Editors	Accessible Assets	Headings, link text, alt text for images, accessible tables, and document publishing.
Designers	Visual & UX Design	Color contrast, typography, focus indicators, and logical layout flow.
QA & Compliance Teams	Audit & Validation	Auditing techniques, interpreting scans, manual validation, and compliance documentation.

Delivery Formats:

Format	Description	Best For
Instructor-Led Live Sessions	Real-time virtual training with Q&A, hands-on exercises, and peer interaction.	Initial onboarding and complex technical topics requiring discussion.
Self-Paced Modules	On-demand video courses, interactive assessments, and downloadable resources.	Ongoing education, new staff onboarding, and quick refresher training.
Office Hours	Scheduled Q&A sessions for specific questions and project-based problem-solving.	Addressing edge cases and troubleshooting specific implementation issues.
Recorded Webinars	Archived training sessions available for replay at any time.	Asynchronous learning and serving as a permanent reference library.

Deliverables:

- Customized training curriculum for all key roles
- Live instructor-led sessions
- On-demand self-paced learning modules
- Training materials and reference guides
- Completion tracking and reporting

- Ongoing access to updated content

Sparient Consulting

Expert Advisory & Implementation Support

While Connectivo's technology automates the majority of accessibility remediation and enforcement, **organizations still benefit from expert human guidance** to navigate governance challenges, translate technical findings into institutional action, and align remediation with operational realities.

Sparient's consulting practice, with 10 years of public sector accessibility expertise, provides hands-on advisory and implementation services to accelerate compliance and reduce long-term exposure.

Category	Description & Scope	Key Deliverables
Accessibility Assessments	Deep evaluations of digital assets (web, app, docs) using manual testing and assistive tech.	Gap analysis (WCAG/ADA), risk prioritization, and executive briefings.
Remediation Strategy	Tactical, hands-on support to fix identified issues and support dev/content teams.	Guided remediation plans, code reviews, and vendor/procurement evaluation.
Policy & Governance	Building the structural framework to ensure long-term, sustainable accessibility.	Accessibility policies, governance workflows, and organizational playbooks.
Validation & Audit	Independent verification of compliance status for legal or procurement purposes.	VPAT® creation, audit-ready evidence, and legal compliance documentation.

Deliverables Vary by Engagement:

- Assessment reports and roadmaps
- Policy and governance documentation
- Remediation plans and technical specifications
- Audit-ready evidence packages
- Training and knowledge transfer

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

Sparient has the capacity to provide full coverage across all SEVEN RFP workstreams.

RFP Workstream	Sparient's Solution's coverage
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Workstream 1 – Accessibility Assessments & Audits	Sparient Consulting + Connectivo Discover + Connectivo Scan
Workstream 2 – Ongoing Monitoring, Scanning & Analytics Platform	Sparient Consulting + Connectivo Scan + Connectivo Scheduler + Dashboard/Reporting
Workstream 3 – Source-Level Remediation Support & Consulting	Sparient Consulting + Connectivo AI Remediation + Connectivo Proxy
Workstream 4 – Training, Education & Capacity Building	Sparient Training Delivery + Connectivo University
Workstream 5 – Policy, Governance & Program Management	Sparient Governance Consulting + Connectivo Governance
Workstream 6 – Document & PDF Remediation	Sparient Consulting + Connectivo Discover + Connectivo Scan + AI Remediation
Workstream 7 – Video, Audio & Multimedia Accessibility	Sparient Services + Connectivo Discover + Scan + AI Remediation

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

Sparient supports agencies across all 50 states and U.S. territories (Puerto Rico, U.S. Virgin Islands, Guam, American Samoa, Northern Mariana Islands). Our team operates across multiple time zones with distributed delivery capabilities.

Scale Flexibility:

We serve agencies ranging from small municipal websites (with dozens of pages) to large state university systems (with hundreds of thousands of pages, documents, and media files). Our pricing and service delivery models scale proportionally; small entities are not forced into enterprise packages, and large portfolios receive volume-appropriate efficiency.

No Geographic or Technical Limitations:

- Multi-CMS support (WordPress, Drupal, Joomla, Adobe, proprietary systems, including other popular CMS systems)
- Legacy and modern application architectures
- Cloud, on-premises, and hybrid deployments
- Air-gapped and restricted network environments (with on-premises deployment option)

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.

Sparient's pricing philosophy is simple: agencies should pay for what they need, understand what they're paying for, and receive pricing that's demonstrably better than what they could negotiate individually.

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.

Individual Product Pricing

The pricing and discounts are all outlined in the sections below:

Service / Product	Unit of Measure	Standard Rate	ECPA Rate (Discounted)	Workstream(s)
Connectivo Discover	Per 1,000 Pages	\$0.02	\$0.01	1, 2, 6
Connectivo Scan Website	Per 100 Pages	\$1.12	\$0.8	1, 2, 6
Connectivo Scan PDF	Per PDF Document	\$1.12	\$0.8	1, 2, 6
AI Remediation (Web)	Per Page	\$5.60	\$4.0	3, 6
AI Remediation (PDF)	Per PDF Document	\$6.72	\$4.7	3, 6
AI Remediation (Multimedia)	Per Minute	\$0.33	\$0.23	3, 6
Connectivo Governance	Per Site / Yearly	\$8,960	\$6,400	5
Connectivo University	Per User / Yearly	\$896	\$630	4
Sparient Consulting				
Program and engagement lead	Per Hour	\$215.00	\$150.00	1,2,3,4,5,6,7
Technical accessibility lead	Per Hour	\$190.00	\$140.00	1,2,3,4,5,6,7
Customer success and relationship manager	Per Hour	\$175.00	\$135.00	1,2,3,4,5,6,7

Remediation Pricing Packaged Tiered 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.

Package Tier	Web Page Limit	Document Limit (PDF)	Multimedia Limit	Retail Price (Annual)	ECPA Pricing (Discounted)
Starter	Up to 500	Up to 10	Up to 5 Mins	\$19,040	\$13,440
Growth	Up to 2,500	Up to 100	Up to 15 Mins	\$50,400	\$35,840
Professional	Up to 10,000	Up to 2,000	Up to 5 Hours	\$134,400	\$100,800
Multi-Agency	Up to 50,000	Up to 10,000	Up to 20 Hours	\$291,200	\$212,800
Customized	50,000+	10,000+	20+ hours	Contact for Quote	Tiered Discount

Packaged Tiered Pricing:

Incentive Type	Qualifying Criteria	Discount Applied
Multi-Year Commitment	Signed a contract agreement of 3 years or more .	5% Off Annual Subscriptions
Multi-Site Portfolio	Large systems or portfolios (e.g., 10+ institutions or sites).	10% Off Annual Subscriptions

Implementation and Fee Structure

Package Tier	Standard Fee	Cooperative Fee	Estimated Timeline
Starter	\$8,960	\$7,280	2 – 3 Weeks
Growth	\$16,800	\$14,000	2 – 6 Weeks
Professional	\$31,360	\$24,640	4 – 12 Weeks
Multi-Agency	\$72,800	\$50,400	4 – 20 Weeks

Discounts:

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 participants will automatically receive that pricing retroactively

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 participants will automatically receive that pricing retroactively

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

NA

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.

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 participants will automatically receive that pricing retroactively

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, Sparient may introduce new service offerings or platform capabilities (e.g., WCAG 3.0 readiness assessments, emerging AI accessibility testing).

New Service Pricing Protocol:

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

Platform Enhancements

Core platform improvements (e.g., dashboard features, reporting enhancements, additional WCAG 2.2 success criteria support) 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.

Remediation Quality Guarantee

IBM Accessibility Checker validates all automated accessibility corrections performed by Sparient against WCAG 2.1 AA / 2.2 AA standards. If a remediated element fails subsequent independent audit, Sparient will:

- Perform manual remediation
- Estimated automated remediation at 80%
- The system allows manual remediation at the proxy level and guides it without access to the source code.

Uptime & Performance (Cloud/SaaS Deployment)

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

Satisfaction Commitment

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

- Conduct executive-level review of concerns
- Implement corrective action plan within 15 days
- Offer pro-rated refund if issues cannot be resolved to agency's satisfaction

No Rework Charges

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

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

Program	Target Audience	Key Features	Pricing / Discount
Pilot Program	New participants evaluating platforms	▪ 3-month trial. ▪ One Website ▪ Up to 50 pages ▪ guaranteed conversion; no non-renewal penalties	Payment credited toward subscription at signup

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

Administrative Fee Acknowledgment

Sparient 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 and participating agencies under the Master Agreement.

Fee Integration & Competitive Pricing

The administrative fee is incorporated into our cooperative pricing structure but does not inflate net pricing to participating agencies.

Our approach:

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

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

After accounting for the 5% administrative fee, participating agencies still receive pricing that is:

- discounted fees from our standard commercial rates
- Comparable to or better than other national cooperatives
- Significantly below what individual agencies could negotiate directly (typically 20-35% savings when compared to solo RFP processes)

Additional Technology Fees

Sparient does not currently plan to pay additional technology fees for enhanced platform access. Should Edge Public introduce value-added technology services that benefit our mutual customers, we would evaluate participation and communicate any pricing adjustments with appropriate notice

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.

Why This Pricing Model Works for Public Agencies

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

Sparient'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 (3,000 pages, 500 documents):

Expense Category	Manual Labor Model (Estimated)	Connectivo Growth Package
Web Remediation	\$420,000 (1,875 hrs @ \$224)	Included
Document Remediation	\$44,800 (200 hrs @ \$224)	Included
Ongoing Monitoring (30% Change)	\$139,440 (Maintenance)	Included
Governance & Training	\$33,600	Included
Total Annual Investment	\$637,840	\$35,840

Multi-Year Value: Year 2+ cost drops to the subscription cost of the product and consulting services for manual remediation.

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.

Public sector accessibility programs fail most often not because of technology limitations, but because the implementation process itself becomes overwhelming. Clients get stuck in analysis paralysis, struggle with unclear ownership, or deploy tools that their staff can't sustain.

Sparient's delivery model is designed to make compliance achievable—not someday, but by the Q2 2026 deadline.

Customer Journey: Start to Finish

Phase 1: Discovery & Partnership Formation

When an Client initiates work under this contract, the first step is not deploying technology—it's understanding context. The Client feels like a planning conversation, not a vendor onboarding. Clients appreciate that we're asking about their governance structure and political realities before talking about technology configuration

What Happens	Sparient's Deliverables
▪ Kickoff Meeting: Sparient project lead meets with Client stakeholders (IT, communications, legal, accessibility coordinator if one exists) to understand current state, pain points, and goals ▪ Scope Confirmation: We confirm which digital properties are in scope (public websites, portals, document libraries, media repositories) ▪ Ownership Mapping: Identify who maintains each property and who has authority to make decisions ▪ Access & Credentials: Obtain necessary system access, domain information, and CMS credentials (if needed for on-premise deployment)	▪ Project charter documenting scope, timeline, roles, and success criteria ▪ Initial governance map showing digital asset ownership
What Happens	Sparient's Deliverables
▪ Automated Crawling: Intelligent discovery of all pages, documents, forms, and media ▪ Site Health Check: Identification of broken links, redirect loops, server errors, and connectivity issues	▪ Comprehensive accessibility audit report (executive summary + detailed findings) ▪ Digital asset inventory with ownership mapping

Phase 2: Baseline Assessment & Risk Analysis

Sparient begins comprehensive discovery across all in-scope properties, where Clients often discover they have 2-3x more public content than they realized—forgotten microsites, legacy documents, archived materials still publicly accessible. This discovery process itself provides value by surfacing shadow IT and ungoverned content

Phase 3: Governance Framework Development

While technical assessment proceeds, Sparient's consulting team works with Client leadership to establish the institutional structure that will support long-term compliance. This is where Clients realize accessibility isn't just an IT problem—it's an institutional coordination challenge. By documenting "how we actually work" first, the governance model becomes practical rather than aspirational

Phase 4: Remediation & Enforcement Activation

Sparient "Connectivo's" intelligent proxy is deployed and begins actively remediating accessibility issues. At the Client side, Content teams continue publishing exactly as they always have. They see no change in their CMS workflow. Meanwhile, visitors start receiving accessible

▪ Accessibility Scanning: Full WCAG 2.1 AA / 2.2 AA evaluation across discovered assets ▪ Manual Validation: Sparient accessibility experts conduct representative manual testing and assistive technology validation ▪ Risk Categorization: Issues prioritized by severity, user impact, and legal exposure	▪ Prioritized remediation roadmap ▪ Dashboard access with real time compliance metrics	pages immediately. This "invisible enforcement" is the key insight—compliance happens automatically without requiring behavioral change from dozens or hundreds of content creators Note: Please refer to the document “Sparient Accessibility Intelligence & Remediation Platform – Product Overview” attached along with submission materials.
What Happens	Sparient's Deliverables	
▪ Policy Development: Draft accessibility policy and standards aligned with WCAG, ADA Title II, and Client operations ▪ Accountability Model: Define roles (who creates content, who reviews, who approves, who monitors) and map to actual job positions ▪ Process Design: Document workflows for new content publication, third-party procurement, issue escalation, and exception handling ▪ Training Planning: Identify training audiences and develop role-based curricula	▪ Draft accessibility program plan ▪ Roles and responsibilities matrix ▪ Process documentation and workflow diagrams ▪ Training plan and schedule	Phase 5: Training & Enablement With governance frameworks drafted and technology deployed, Sparient delivers role-based training to build institutional capacity. Client shall experience, that the training is delivered after technology is working, which means participants can immediately apply what they learn. They're not being asked to memorize abstract rules—they're seeing how accessibility works in their actual environment. Phase 6: Governance Activation & Continuous Improvement The accessibility program transitions from implementation to operations. Here the Client will experience that the Accessibility becomes routine rather than emergency. New content is covered automatically. Staff understand expectations. Leadership receives regular evidence of compliance. When questions arise ("Can we use this new vendor tool? Is this video accessible?"), answers are readily available
What Happens	Sparient's Deliverables	
▪ For Cloud/SaaS Deployment: ◦ DNS records updated to route traffic through Connectivo proxy ◦ SSL certificates configured for secure delivery ◦ Remediation recipes generated by Connectivo AI for all identified violations ◦ IBM Accessibility Checker validates all fixes ◦ Proxy begins serving corrected content to all visitors	▪ Fully operational remediation platform ▪ Fix reports documenting all applied corrections	
▪ For On-Premise Deployment: ◦ Connectivo platform deployed in Client data center or private cloud ◦ Integration with existing web infrastructure (directly or via ADC/load balancer) ◦ Configuration of remediation rulesets and validation workflows ◦ Gradual activation across properties (pilot → production)	▪ Updated dashboard showing before/after compliance status ▪ Technical integration documentation	

What Happens	Sparient's Deliverables
Training Audiences & Content: ▪ Executive Leadership (90 mins): Legal requirements, program overview, reporting, governance oversight ▪ Content Creators (3 hours): Accessibility fundamentals, WCAG principles, how to create accessible content, common mistakes ▪ Web Developers (4 hours): Technical WCAG requirements, semantic HTML, ARIA, keyboard navigation, testing tools ▪ Procurement Staff (2 hours): Accessible technology procurement, VPAT review, third-party vendor evaluation ▪ Accessibility Coordinators (6 hours): Comprehensive WCAG, governance workflows, issue triage, reporting, stakeholder management	▪ Completed training sessions with attendance tracking ▪ Training materials (slides, videos, guides) ▪ Certification records (where applicable) ▪ Feedback summary and improvement recommendations
What Happens	Sparient's Deliverables
▪ Quarterly Governance Reviews: Sparient reviews compliance trends, emerging issues, policy adherence, and program maturity ▪ Executive Reporting: Automated dashboards and scheduled reports delivered to leadership ▪ Continuous Monitoring: Connectivo scans and remediates new/changed content automatically ▪ Advisory Support: Sparient consultants available for policy questions, new content types, third-party integrations, regulatory updates ▪ Maturity Progression: Clients evolve from reactive compliance to proactive accessibility culture	▪ Published accessibility program plan (publicly accessible via Connectivo portal) ▪ Quarterly compliance reports and trend analysis ▪ Updated governance documentation as processes mature ▪ Annual program maturity assessment

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.

1. Transitioning Existing ECPA/Edge Public Members

For Clients already on ECPA /Edge Public cooperatives, we've optimized the onboarding flow into a high-concurrency deployment. This isn't just a contract swap; it's a systematic upgrade to a modern accessibility engine.

2. Transition Process for Existing Cooperative Members

For agencies already participating in ECPA or Edge Public cooperatives, the transition to Connectivo's accessibility program is designed to be seamless and non-disruptive.

Step 1: Contract Activation & Initial Contact (Days 1-5)

- Agency executes participating addendum referencing the ECPA Master Agreement
- Customers can engage directly with Connectivo or coordinate through Edge Public Solutions
- Connectivo assigns a dedicated account manager who contacts the agency within 24 hours
- Free website assessment scheduled and initiated immediately
- Initial scoping call scheduled within 5 business days to review assessment results and discuss specific needs

Step 2: Expedited Discovery & Assessment (Weeks 1-2)

- Connectivo performs a comprehensive scanning of all identified domains and digital properties
- Preliminary compliance snapshot delivered within 7 days, showing:
 - High-level compliance scores and risk areas
 - Page counts and document inventory
 - Priority issues requiring immediate attention
- Detailed assessment completed within 14 days, providing:
 - Full WCAG 2.1 Level AA compliance analysis
 - Tag-level and source code-level issue identification
 - Recommended remediation approach and timeline

Step 3: Parallel Operation Period (Optional, Weeks 2-4)

If the agency has existing accessibility tools or services in place:

- Connectivo operates in parallel with legacy systems during the transition period
- Side-by-side comparative analysis demonstrates improvement and validates platform effectiveness
- Agency maintains continuity of existing processes while validating new capabilities
- Legacy tools can be sunset once the agency confirms confidence in Connectivo's platform
- No forced cutover—agency controls the transition timeline

Step 4: Full Production Operations (Week 4 onward)

- Complete transition to Connectivo platform for enforcement and monitoring
- Governance framework and user training delivered (compressed timeline available if deadline pressure exists)

- Ongoing support, monitoring, and continuous improvement as standard service

a. **Data Migration & Knowledge Preservation**

Existing Documentation Integration:

- Historical audit reports and compliance documentation reviewed and incorporated into baseline
- Prior compliance data integrated into Connectivo dashboards where feasible
- No loss of institutional knowledge or previous investment in accessibility efforts

Portal Configuration:

- Connectivo Administrative Portal provided at no additional licensing fee to all customers
- Portal provides centralized access to all products, services, reporting, and remediation tools
- Single Sign-On (SSO) capabilities configured during cloud establishment phase
- Role-based access controls configured to match agency's organizational structure

b. **User Experience During Transition**

The transition is designed to feel like an **upgrade rather than a replacement**. Key experience elements include:

Immediate Value:

- Free assessment provides instant visibility into current compliance status
- No waiting period—agencies see tangible results within the first week

Continuity & Control:

- Agencies retain full control over transition timing and approach
- Parallel operation option ensures no service disruption
- Existing processes and workflows remain intact until agency is ready to transition

Enhanced Capabilities:

- Agencies gain automated remediation and continuous enforcement capabilities not available with previous tools
- Tag-level and source code visibility provides unprecedented transparency
- Comprehensive reporting suitable for both technical teams and executive stakeholders

Minimal Disruption:

- Typical full transition timeline: 3-6 weeks depending on institution size and readiness
- Orders processed within 2 weeks; engagement starts immediately
- Startup costs cover advisory and professional services through all implementation phases, including portal training

Step 4: Full Operations (Week 4+)

- Complete transition to Connectivo enforcement
- Governance and training delivered on compressed timeline if deadline pressure exists
- Ongoing support and monitoring as standard.

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.

Sparient offer four distinct "on-ramps" to get services like deployment and execution into production, ranging from turnkey contracts to high-speed emergency response

How PPAS Can Initiate and Manage Work with Sparient

1. Initiating Engagement

Participating agencies have two primary pathways to begin working with Sparient:

Option 1: Direct Contact with Sparient

- Agencies can contact Sparient's sales team directly for free assessment and product engagement
- Connectivo is ready to start engagements for any or all products, as well as consulting and advisory services
- Initial contact triggers immediate response and scheduling of free website assessment

Option 2: Coordination Through Edge Public Solutions

- Agencies can work through Edge Public Solutions as the facilitating partner
- Edge Public coordinates introductions and provides guidance on products and pricing
- Same service delivery and support regardless of entry point

Contract Execution Process

- Agency executes participating addendum under the ECPA Master Agreement
- No additional competitive bidding required—cooperative contract satisfies procurement requirements
- Free assessment conducted to establish baseline and inform scoping
- Connectivo provides detailed quote with cooperative pricing and implementation timeline
- Orders can be processed within two weeks
- Engagement can start immediately upon purchase order issuance
- Startup cost covers advisory and initial professional services through all implementation phases, including portal training

2. Requesting Specific Services

Agencies can request the following services at any point during the engagement:

a. Assessments

- Initial free website accessibility scan provided to all prospective customers
- Comprehensive WCAG 2.1 Level AA compliance assessments
- Document accessibility audits (PDFs, Word, Excel, PowerPoint)
- Mobile application accessibility testing
- Periodic re-assessments to measure progress

b. Remediation Assistance

- Automated remediation via Sparient's "Connectivo's proxy platform
- Manual document remediation services
- Custom code remediation for complex applications
- Emergency remediation for legal notices or compliance deadlines (48–72-hour turnaround available)

c. Training Services

- Platform administrator training
- Content editor accessibility training
- Developer training for accessible coding practices
- Executive briefings on accessibility program management
- Custom training tailored to agency roles and responsibilities

d. Advisory Services

- Accessibility program governance framework development
- Policy and standards development
- Accessibility statement creation
- Procurement guidance for third-party vendors
- Ongoing strategic advisory support

e. Configuring and Accessing the Sparient's Connectivo Portal

1. Portal Access & Features: The Administrative Portal is provided free of charge (no licensing fee) to all customers for all products and services. The portal serves as the central command center for accessibility program management.
 1. Core Portal Capabilities: Access to all Connectivo product reporting, scanning, assessment, and remediation services
 1. Tag-level and source code-level remediation visibility for every page in your site
 2. Executive dashboards with high-level compliance scores and trend analysis
 3. Technical dashboards with detailed issue lists and WCAG success criteria mapping
 4. Governance tools including accessibility plans, policy libraries, and training tracking
 5. Document and media libraries with remediation status tracking
 6. Comprehensive reporting with pre-built templates and customizable options
 2. Portal Configuration:
 1. Single Sign-On (SSO) capabilities available and configured during Phase IV (Cloud Establishment)
 2. Supports SAML 2.0, OpenID Connect (OIDC), and Active Directory/LDAP integration
 3. Role-based access controls configured to match agency organizational structure
 4. Typical SSO implementation timeline: 2 weeks (5-7 business days for configuration, 2-3 days for testing)
 3. User Management:
 1. Agencies define user roles (executive view, technical admin, content editor, read-only auditor)
 2. Multi-site permissions for agencies managing multiple properties
 3. Audit logs tracking all access and remediation activities
 4. Training provided during onboarding to ensure effective portal utilization

f. Managing Ongoing Work: For Active Customers: Once the initial engagement is complete, agencies manage ongoing work through:

1. Direct Communication Channels:
 1. Dedicated account manager serves as primary point of contact

2. Email and phone support for service requests
3. Priority support hotline for existing customers with urgent needs

2. Service Requests:

1. Request additional training sessions
2. Expand coverage to new digital properties or applications
3. Order document remediation services for new content
4. Schedule governance reviews and program assessments
5. Access emergency remediation services when needed

3. Subscription Management:

1. Annual subscription renewals processed through standard procurement
2. Agencies can adjust service levels based on evolving needs
3. Quarterly business reviews available to assess program effectiveness

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.

As mentioned earlier, Sparient presents “Connectivo” solutions, the solution offers dashboard that serves as the central command center for accessibility program management. It's designed for transparency and ease of use accessible to both technical and non-technical stakeholders

□

1. “Connectivo”: Key Platform Features

a. Executive Dashboard

- High-level compliance scores across all managed properties
- Trend graphs showing improvement over time
- Risk indicators highlighting critical issues requiring attention
- Comparison views (site-to-site, department-to-department)
- Exportable summary reports for Board/Council presentations

b. Technical Dashboard

- Detailed issue lists with WCAG success criteria mapping
- Code-level view showing original vs. remediated HTML
- Issue filtering by severity, page, element type, WCAG principle
- Bulk actions for marking issues as reviewed, accepted risk, or requiring manual follow-up
- Integration hooks for pushing issues to JIRA, ServiceNow, or other ticketing systems

c. Compliance Reporting

- Pre-built report templates (monthly, quarterly, annual)
- Customizable reports for different stakeholder audiences
- Scheduled automated delivery via email or secure link
- VPAT support documentation
- Audit trail logs showing all remediation actions

d. Governance Tools

- Published accessibility plan (public-facing page for stakeholder access)
- Asset ownership mapping (which department/person owns which properties)
- Policy and standards library
- Training completion tracking
- Stakeholders contact directory

e. Document & Media Libraries

- Inventory of all discovered PDFs, Word docs, spreadsheets
- Remediation status for each document
- Media file tracking (videos, audio, images) with caption/transcript status
- Bulk upload for document remediation requests

2. User Management & Access Control

- Role-based permissions (executive view, technical admin, content editor, read-only auditor)
- SSO integration (SAML, OIDC) for enterprise identity management
- Audit logs showing who accessed what and when
- Multi-site permissions for Clients managing multiple properties

3. Search, Filter & Drill-Down

Users can navigate from high-level summaries to granular detail:

- "Show me all color contrast violations on the Parks & Recreation site"
- "Which pages have missing form labels?"
- "What issues were fixed this month?"
- "Generate report of all high-severity items across all sites"

4. Access to Historical Data

- Past assessments and audit reports available for download
- Compliance trend analysis over time
- Comparison of before/after states for specific remediation efforts

5. Invoicing & Contract Management

- View current subscription details and renewal dates
- Access invoices and payment history
- Download contract documents and participating addenda
- Track professional services hours and retainer balances

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.

The Solution supports modern enterprise integration patterns.

SSO Protocols

The solution platform functions as a “Service Provider” for the Client SSO system that supports:

- SAML 2.0
- OpenID Connect (OIDC)
- Active Directory / LDAP integration
- Any popular IDP’s.

Typical Implementation Timeline

Set of Activities	Duration
SSO configuration	2 - 3 weeks business days after receiving Client identity provider metadata
Testing and validation	1 week
Total implementation	4 weeks

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

Subscription & Service Economics

Tier	Portfolio Scope	Annual Baseline	Core Capability
Micro-Site	Upto 500	\$12,000	Full Executive & Tech Dashboards + Auto-Remediation.
Standard	Upto 2,500 Pages	\$32,000	Includes Advanced Governance & Multi-Site RBAC.
Enterprise	Up to 10,000 Pages	\$90,000	SSO Integration, Priority SRE support, & API access.
Mutli	Up to 50,000 pages	\$190,000	Covers all Tier packages.

Professional Services (Advisory-on-Demand)

For consulting, training, or manual auditing, we utilize a **Retainer-Lite** model. This allows Clients to tap into high-level expertise without a long-term fiscal commitment.

- **Minimum Engagement: 10 Hours** (Consulting/Training).
- **Pricing Logic:** Standard Hourly Rates applied via the **ECPA /Edge Cooperative Discount**.
- **The Benefit:** Small Clients can execute a "Compliance Sprint" (e.g., a 10-hour training workshop or a specific doc remediation project) without triggering a large-scale procurement review.

Value Alignment: ROI for Tech Teams: By choosing the Sparient's **Connectivo Stack** via cooperative contracts, the end user optimizing two key metrics:

- **Time-to-Value (TTV):** Immediate deployment on Day 1 via the ECPA Master Agreement.
- **Cost of Compliance:** Significant reduction in manual remediation hours due to our automated enforcement engine

Small Entity Support: "The Lean Client" Protocol

Compliance deadlines don't discriminate based on budget, and neither does our platform. We've optimized the **Connectivo Stack** to provide enterprise-grade protection with a "micro-SaaS" footprint.

a. Financial & Operational Elasticity

Feature	Logic	Advantage
Payment Logic	Flexible Billing	Shift from Annual Upfront to Quarterly payment cycles to align with municipal cash flow.
Training Pools	Shared Sprints	<u>Resource Pooling</u> : Multiple small Clients can co-fund a single training session, slashing per-entity costs.
Phased Deploy	Risk-First Scaling	<u>Zero-to-One implementation</u> : Start with high-traffic/high-risk domains and scale as budget permits.
Open Library	Self-Service Ops	Free access to pre-built compliance templates and playbooks to minimize billable consulting hours.

b. Deployment Hierarchy: Start Lean, Scale Fast

1. **Step 1: Critical Path** Identify the top 3 high-risk digital properties. Deploy **Connectivo** for immediate automated remediation.
2. **Step 2: Knowledge Transfer** Join a "Shared Training Pool" to upskill your internal content editors at 1/4 the cost of a private session.
3. **Step 3: Full Perimeter Scan** Gradually add secondary domains, PDFs, and media assets using the platform's self-service ingestion tools.

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.

To keep this in the "Tech-Stack" lane, we've framed this as Client's **Continuous Integration/Continuous Compliance (CI/CC) Pipeline**. Our Solution "Connectivo" doesn't just "audit"

the site; it acts as a real-time compliance firewall. Think of it as an **SRE (Site Reliability Engineering) tool** for accessibility, providing a 24/7 telemetry loop.

Ongoing Monitoring & Status Tracking

Once deployed, Connectivo operates continuously in the background, monitoring for new issues and enforcing compliance on every page load.

1. How Monitoring Works

a. Continuous Scanning (Cloud/SaaS)

- Every page request triggers real-time accessibility check
- New or changed content automatically evaluated
- Issues detected and remediated before delivery to user
- Dashboard updates in near-real-time (latency < 5 minutes)

b. Scheduled Scanning (On-Premises or Periodic Deep Scans)

- Full site crawls conducted on configurable schedules (daily, weekly, monthly)
- Deep structural analysis identifies issues that may not surface on individual page loads
- Results integrated into dashboard and reported via scheduled alerts

i. Status Visibility

For Technical Teams:

- Open issues list with current count and trend
- Recently fixed issues with before/after validation
- New issues detected in past 24 hours / 7 days / 30 days
- Regression alerts (previously fixed issues that reappeared due to content changes)

For Non-Technical Stakeholders:

- Simple compliance score (percentage of pages meeting WCAG 2.1 AA)
- Count of critical issues vs. lower-priority items
- Summary of remediation progress ("1,247 issues fixed this month")
- Visual trend graphs showing improvement trajectory

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

Public sector digital environments are not static. Clients launch new initiatives, migrate to new CMSs, acquire new properties, or reorganize departmental structures.

1. How We Handle Change:

a. Adding New Sites/Applications:

- Client submits request via dashboard or account manager
- Sparient conducts preliminary scoping (usually 1-3 business days)
- Quote provided with pricing increment based on size and complexity
- Upon approval, new property added to monitoring and enforcement within 5-10 business days

b. Content Management System Migrations

- If Client migrates to new CMS during contract term, Connectivo adapts automatically (server-side enforcement is CMS-agnostic)
- Sparient provides migration consultation to ensure new CMS templates are accessible from launch
- No re-implementation required

c. Scope Reductions

- If Client sunsets digital properties or consolidates sites, subscription pricing adjusted downward at next renewal
- No penalties for reducing scope

d. Organizational Changes

- Ownership mapping updated to reflect new departmental structures
- Governance documentation revised to match new accountability model
- Training delivered to new staff as needed

2. **Process**

- Client submits change request describing what's changing and why
- Sparient assesses impact on scope, pricing, and timeline
- Amendment quote provided within 5 business days
- Upon approval, change order executed and work proceeds
- Updated contract documentation reflects changes

3. **No Surprise Fees:** All scope changes are documented and approved in advance. Clients are never invoiced for work they didn't authorize.

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

Invoicing Schedule

Category	Invoicing Trigger	Terms
Platform Subscription	Annual or Quarterly	Pre-paid. Defaults to annual; quarterly cycles available for budget-constrained entities.
Professional Services	Upon Service Delivery	Net 30. Post-pay model based on hours logged or milestones met.
Implementation Fees	Hybrid (Split)	30% at Execution (Kickoff), 30% at the time of UAT / 40% at Go-Live (Production).

1. Cash Flow Mapping for Clients: Our "Net 30" and "Split-Implementation" models are designed to protect Client budgets and ensure performance-based payouts.
 1. Service Invoicing (Post-Paid Advisory): For consulting or manual document remediation, we operate on a standard **Net 30** cycle. Invoices are generated following the delivery of the service, ensuring you only pay for verified work hours.
 2. Administrative Transparency: Every invoice is mapped back to the **ECPA / Edge Cooperative Contract** to ensure auditability and compliance with local procurement laws.
 - **Transparency:** All line items include cooperative discount references.
3. Invoice Contents
 - Contract reference number and participating Client identification
 - Line-item detail showing services rendered or subscription period covered
 - Cooperative pricing confirmation
 - Payment instructions and remittance address
 - Contact information for billing questions

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

Sparient accepts: Checks, ACH, and Wire Transfer methods

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

Not Applicable

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

National Delivery & Scalability

Sparient's delivery model is designed to serve Clients across time zones and technical environments without creating bottlenecks.

Geographic Coverage:

- Core delivery team operates across Eastern, Central, Mountain, and Pacific time zones
- Support coverage available 8 AM - 8 PM ET (5 AM - 5 PM PT) on business days

- Critical issues escalated to 24/7 on-call rotation for cloud/SaaS customers

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

State-Wide Implementations:

- Dedicated program manager assigned
- Phased rollout plan (pilot sites → broader deployment → full portfolio)
- Coordinated governance across Clients/departments
- Centralized reporting with drill-down to individual entities

Example: State Client with 50+ departmental websites:

- Week 1-2: Kickoff with central IT and governance team
- Week 3-6: Pilot with 3-5 representative sites
- Week 7-12: Expand to additional 15-20 sites
- Month 4-6: Full portfolio activation
- Ongoing: Centralized monitoring and governance support

Supporting Smaller Entities

- Pre-configured deployment templates accelerate implementation
- Shared training sessions reduce per-Client cost
- Self-service resources minimize need for 1:1 consulting
- Standard packages avoid custom scoping overhead

Technical Maturity Accommodation

We recognize Clients range from highly sophisticated (dedicated IT teams, modern infrastructure) to resource-constrained (outsourced IT, legacy systems).

1. For Technically Advanced Clients

- API access for custom integrations
- Direct access to platform configuration
- Technical documentation and developer guides
- Collaboration on advanced use cases

2. For Less Technical Clients

- Fully managed service delivery
- Minimal IT involvement required
- Plain-language documentation and training
- Hands-on support for routine tasks

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.

Platform Availability (Cloud/SaaS Deployment)

Metric	Target	Measurement	Remedy if missed
Uptime	99.90%	Monthly	Service credit: 5% per 0.1% below target
Page Load Latency Impact	< 100ms	Per-request average	Performance review and optimization
Scheduled Maintenance Windows	Max 4 hours/month	Announced 7 days advance	No remedy (planned)

Incident Response (Cloud/SaaS)

Severity	Definition	Response Time	Resolution Target
Critical	Platform unavailable, accessibility enforcement not functioning	1 hour	4 hours
High	Significant feature degradation, partial outage	4 hours	24 hours
Medium	Minor feature issue, workaround available	1 business day	5 business days
Low	Cosmetic issue, feature request	2 business days	Scheduled in roadmap

Professional Services Response

Request Type	Response Time	Delivery Timeline
Training session scheduling	2 business days	Delivered within 15 business days of request
Governance consultation	2 business days	Initial session within 10 business days
Assessment/audit request	3 business days	Preliminary results within 14 days, final report within 21 days
Document remediation	2 business days	Per 100 documents within 10 business days

Escalation Response

- Executive escalations (via account manager): Response within 4 hours
- Legal/compliance inquiries: Response within 2 hours during business days

Communication Expectations

a. Maintenance & Planned Outages

- 7 days advance notice via email and dashboard alert
- Maintenance windows scheduled outside peak hours (typically 12 AM - 4 AM ET on Sundays)

b. Incident Communications

- Initial acknowledgment within SLA response time
- Status updates every 2 hours until resolution for Critical incidents
- Post-incident report within 3 business days describing root cause and preventive measures

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?

Marketing & Promotion Partnership

Sparient recognizes that the success of this cooperative contract depends on active awareness and adoption by eligible Clients. We commit to working collaboratively with ECPA and Edge Public to promote the contract and drive utilization.

1. Marketing Collaboration

1. Co-Branded Materials

- Joint case studies highlighting successful implementations
- White papers on ADA Title II compliance and WCAG 2.2 adoption
- Webinar series on accessibility best practices and regulatory updates
- Conference presentations at ICMA, NLC, NASCIO, and similar venues

2. Digital Presence

- Dedicated landing page on Sparient.com featuring ECPA /Edge Public contract
- Clear contract identification on all quotes and proposals
- Listing in Edge Public supplier directory with detailed capability description
- Social media promotion of contract availability and success stories

3. Direct Outreach

- Joint presentations to state municipal leagues and associations
- Regional workshops and office hours for interested Clients
- Participation in ECPA /Edge Public member events and conferences
- Targeted outreach to Clients approaching DOJ compliance deadlines

2. Differentiation from Other Contracts

Sparient may hold other state or regional cooperative contracts. We ensure ECPA /Edge Public contract stands out through:

1. **Unique Contract Identifier:** All ECPA/Edge Public quotes include contract number "ADA-Digital Accessibility" prominently displayed
2. **Pricing Transparency:** Contract-specific pricing clearly marked and distinct from other agreements
3. **Dedicated Account Team:** Separate relationship management for ECPA/Edge Public participants to ensure they receive full contract benefits
4. **Performance Tracking:** Sales and usage reported separately to demonstrate contract-specific value

3. Sparient understands, What Clients Will See

- Clear branding: "Available through ECPA/Edge Public Cooperative"
- Explicit pricing disclosure: "ECPA/Edge Public Contract Pricing - 15% below standard rates"
- Contract reference on invoices and purchase orders
- Access to contract-specific support resources

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

Our experience has led to the development of the “**Sparient Escalation Framework**,” enabling rapid resolution and executive accountability

When issues arise that cannot be resolved through standard support channels, Sparient maintains a clear escalation path that ensures accountability and rapid resolution

Escalation Tiers	Process
Tier 1 Standard Support	▪ Contact: Dedicated support portal, email (support@sparient.com), phone ▪ Handles: Routine questions, platform navigation, training inquiries, standard troubleshooting ▪ Response: Per SLA based on severity
Tier 2: Account Manager	▪ Contact: Direct email/phone to assigned account manager ▪ Handles: Service delivery issues, contract questions, scope discussions, coordination across teams

	▪ Response: Within 4 business hours
Tier 3: Program Director	▪ Contact: Escalated by account manager or direct contact via escalation hotline ▪ Handles: Unresolved service issues, performance concerns, strategic program questions ▪ Response: Within 2 business hours
Tier 4: Executive Leadership	▪ Contact: Escalated by Program Director or direct contact via executive line ▪ Handles: Critical issues requiring executive decision-making, contract disputes, relationship concerns ▪ Response: Within 1 business hour

When to Escalate

- Issue unresolved within SLA timeframe
- Severity incorrectly classified by support team
- Repeated similar issues indicating systemic problem
- Legal or compliance deadline at risk
- Dissatisfaction with service delivery or communication

Escalation Protocol

- Client clearly states: "I am escalating this issue to [Tier]"
- Sparient acknowledges escalation within 1 hour
- Escalated party assumes ownership and provides status update within response timeframe
- Resolution plan developed collaboratively with Client
- Post-resolution debriefs conducted to prevent recurrence

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

Sparient will establish a controlled access protocol to protect confidential information and prevent exposure to competitors. Access to proposal, contract, and pricing artifacts will be

granted only to explicitly authorized customer stakeholders through role-based permissions. All documents will be shared via secure channels with access logging, user authentication, and revocation controls to ensure confidentiality and compliance throughout the engagement lifecycle.

1. How Clients Verify Correct Pricing

a. Method 1: Contract Price Lists

- Published price list available on Edge Public platform and Sparient website
- All quotes include line-by-line comparison showing standard pricing vs. cooperative pricing

b. Method 2: Indicator

- Site can say about the contract status: example: *"Your organization is accessing Sparient services under ECPA/Edge Public Contract."*
- Pricing tier clearly shown on subscription details page

c. Method 3: Quote Certification (Sample)

- All quotes include signed certification: *"Pricing provided under ECPA/Edge Public Master Agreement ECPA -Sparient certifies this pricing represents cooperative contract rates and equals or exceeds our most favourable pricing for comparable volume."*

d. Method 4: Direct Inquiry

- Clients can contact ECPA or Edge Public to verify pricing
- Sparient provides pricing attestation upon request

2. Audit Rights

- Clients retain right to audit invoices against contract price list
- Discrepancies resolved within 10 business days with refund/credit for any overcharges

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.

Sparient will provide comprehensive reporting to ECPA and Edge Public demonstrating contract utilization and value delivered.

Report Contents

1. Aggregate Metrics

- Total gross dollar volume (excluding taxes, refunds, returns)
- Number of participating Clients actively using contract
- Breakdown by service category:
 - Platform subscriptions
 - Professional services (assessment, remediation, training, governance)
 - Document/media remediation

- Implementation fees
- Year-over-year growth trends

2. Participating Client Detail

- Client name and type (municipal, county, state, higher ed, special district)
- State/region
- Services purchased
- Total contract value per Client
- Subscription renewal status

3. Geographic Distribution

- Sales by state
- Concentration analysis (top 10 states, emerging markets)
- Territory coverage gaps

4. Product Mix Analysis

- Which services are most utilized
- Emerging demand patterns
- Customer feedback themes

Sample Report Format

Quarter	Total Sales	Active Clients	New Clients	Top Service	Geographic Leader
Q1 2026	\$2.4M	47	12	Platform Subs (58%)	California (22%)
Q2 2026	\$3.1M	61	14	Platform Subs (54%)	Texas (18%)
Q3 2026	\$3.8M	78	17	Platform + Training (48%/26%)	Indiana (15%)
Q4 2026	\$4.2M	89	11	Platform Subs (52%)	Florida (14%)

Reporting Schedule

- Due 10 days after quarter end
- Delivered via secure portal accessible to ECPA and Edge Public
- Executive summary call scheduled within 15 days of delivery to review trends and opportunities

Administrative Fee Calculation

- Detailed line-item accounting showing gross sales subject to administrative fee
- Exclusions clearly documented (taxes, refunds, returns, out-of-scope services)
- 3% fee calculated and remitted per agreement terms
- Reconciliation documentation available for audit

Offeror Qualifications & Experience

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

Name: Archana Rao, President

Address: Tustin 2522 Chambers Road, Suite 100, Tustin CA 92780

Phone: +1 (714) 515.3355

Email: archana.rao@sparient.com

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.

Legal name: Sparient, Inc.

Corporate Structure: S-Corporation, incorporated in California.

Year Established: 2015

Corporate headquarters: Tustin, CA

Primary office locations relevant to servicing this contract: Tustin, CA

Note: Remote Team Distribution:

In addition to our primary offices, Sparient employs accessibility consultants, trainers, and technical specialists working remotely across US, enabling us to provide local support and time zone coverage nationwide based on the request.

Company Profile: Sparient, Inc. is a specialized consulting firm focused exclusively on digital accessibility for public sector entities. Since 2015, we have worked with several public sectors, public universities, and nonprofit organizations to achieve and maintain compliance with WCAG, ADA, and Section 508 standards.

Unlike general IT consulting firms that treat accessibility as a side service, or technology vendors that prioritize product sales over outcomes, Sparient was purpose-built to solve the unique challenges public entities face:

- **Distributed content ownership** across departments with varying technical capacity
- **Limited budgets** and competing priorities
- **Strict regulatory deadlines** with significant legal exposure
- **Complex procurement requirements** and political accountability

- **Long-term sustainability** rather than short-term fixes

Our consulting practice has always emphasized governance, accountability, and institutional capacity-building alongside technical remediation. When Connectivo's intelligent proxy technology became available, we recognized it as the first solution that aligned with how we believed accessibility should work—automated enforcement that doesn't require continuous manual intervention, integrated with the governance frameworks we've been helping Clients build for a decade.

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

Sparient serves exclusively public sector and nonprofit clients. Our client base includes:

Sparient Public Sector & Nonprofit Experience:

As a dedicated public sector partner, Sparient is a mission-driven firm that exclusively serves public sector and nonprofit entities. Our digital accessibility practice is founded on the principle that government services must be inclusive by design, ensuring 100% of our methodology is built around WCAG 2.1/2.2 AA and Section 508 standards:

Sector	Representative Clients	Scope of Engagement
Higher Education	Public University Systems in CA and Other across US.	System-wide accessibility audits, VPAT creation, and inclusive LMS design for diverse student populations.
State Agencies	DOT covering State and Governments	ADA-compliant public portals, real-time transit data accessibility, 508-compliant public notices, and state-wide infrastructure digital twins.
Public Healthcare	FQHCs, Public Health Systems	HIPAA-compliant, accessible patient portals and health equity data visualization.

Note: Our primary focus is on our methodology; pricing and service delivery are purpose-built for the public sector.

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.

Digital Accessibility Expertise

1. Years in Accessibility Services: 11 years (since 2015)
2. Standards & Regulatory Experience: Sparient'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)

3. 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 Clients

4. State & Local Requirements

- California Government Code 7405, 11135 (state Client 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

5. International Standards

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

6. Assistive Technology Testing

Our accessibility experts conduct regular testing with:

- Screen readers: JAWS, NVDA, VoiceOver, TalkBack
- Screen magnification: ZoomText, Windows Magnifier
- Voice control: Dragon NaturallySpeaking, Voice Control (iOS/macOS)
- Alternative input devices: Switch controls, eye-tracking systems

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

Statewide Accessibility Initiative

- 30+ state Clients
- Centralized governance with distributed implementation
- Quarterly executive reporting to state CIO and disability rights commission

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

Sparient combines the agility of a private firm with the institutional security of a much larger corporation. With a **decade of uninterrupted profitability** and **robust insurance backing**, we provide a "safety first" foundation for multi-year municipal and Client contracts.

Financial Stability

Sparient is a financially stable, privately held company with:

Category	Status / Metric	Notes
Growth Rate	20–30% YoY	Sustained annual revenue growth since 2016.
Profitability	Consistent	Profitable every fiscal year since 2016.
Ownership	Private	Privately held with stable financial leadership.

Insurance & Risk Mitigation

Coverage Type	Limit / Status	Notes
Professional Liability (E&O)	\$1,000,000 per Occurrence / \$1,000,000 Aggregate	Protects against errors and omissions in service delivery.
General Liability	\$2,000,000 per Occurrence / \$4,000,000 General Aggregate	Standard protection for broad business risks.
Workers Compensation	Fully Insured	Compliant with all statutory requirements.

Capacity to Support Multi-Year National Contract

- **Current Staffing:** 95 employees globally
- **Scaling Plan:** Prepared to add 20-30 additional staff within 6 months if contract demand exceeds current capacity
- **Infrastructure:** Cloud-based operations, distributed workforce, proven remote delivery model—no geographic constraints on scaling
- **Subcontractor Network:** Established relationships with 15+ specialized subcontractors (document remediation, video captioning, specialized training) for surge capacity

No Recent Litigation or Bankruptcy

Sparient has no history of bankruptcy, contract defaults, debarment, or suspension from government contracting.

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

Sparient can serve across **40+ states** (excluding only Alaska and Wyoming, though we are prepared to serve Clients in those states under this contract).

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

Client Size Spectrum:

1. Small Entities (Population < 10,000, Budget < \$5M)

Typical Challenge	Sparient Approach
Limited or lack of IT staff, outsourced website management, very small budgets	▪ Pre-configured platform deployment requiring minimal technical involvement ▪ Simplified governance model (single point of accountability) ▪ Group training sessions (shared across multiple small Clients to reduce cost) ▪ Heavy reliance on automated remediation (minimal consulting hours) ▪ Flexible payment terms (quarterly vs. annual)

2. Mid-Size Entities (Population 10K-100K, Budget \$5M-50M)

Typical Challenge	Sparient Approach
Small IT teams juggling many priorities, some technical capability but limited accessibility expertise	▪ Collaborative implementation (IT team involved, Sparient guides) ▪ Balanced governance model (department-level ownership with central coordination) ▪ Role-based training for key staff ▪ Moderate consulting engagement (quarterly check-ins, on-demand advisory) ▪ Standard platform features with optional advanced capabilities

3. Large Entities (Population > 100K, Budget > \$50M)

Typical Challenge	Sparient Approach
Complex organizational structures, multiple departments maintaining separate properties, enterprise-grade security & compliance requirements	▪ Dedicated account team (program manager, technical lead, customer success) ▪ Enterprise governance framework (executive oversight, cross-functional working groups) ▪ Customized training programs by role and department ▪ API integrations with ITSM, analytics, and governance tools ▪ White-glove service delivery with executive reporting

Technical Maturity Spectrum

1. Low Technical Maturity

- Client has no dedicated IT staff or relies entirely on outsourced vendor
- **Accommodation:** Sparient acts as virtual accessibility department; fully managed service; minimal Client technical involvement required

2. Moderate Technical Maturity

- Client has IT team but limited accessibility expertise
- **Accommodation:** Partnership model - Sparient provides expertise and tooling, Client IT implements with guidance

3. High Technical Maturity

- Client has sophisticated IT operation, DevOps practices, modern infrastructure
- **Accommodation:** Collaborative model—Sparient provides platform and consulting, Client IT integrates deeply into existing workflows

Anticipated Challenges & Mitigation

Challenge	Mitigation Strategy
Client lacks staff to manage accessibility program	Fully managed service option—Sparient handles monitoring, remediation, reporting with minimal Client involvement
Procurement bottlenecks delay implementation	Streamlined contract execution under cooperative; expedited onboarding once PO issued
Resistance to change from content creators	Change management support—clear communication of "what stays the same" vs. "what changes"; emphasis on automated enforcement reducing staff burden
Legacy systems incompatible with modern tooling	On-premise deployment option; server-side enforcement works with any technology stack; no CMS integration required
Limited budget for comprehensive services	Phased approach—start with highest-risk properties, expand over time as budget allows; payment plans available

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

Our leadership team is architected to mirror the ECPA /Edge Public mission: providing high-level, centralized expertise that empowers local, decentralized action. We bring a 'Government-First' DNA to this contract, ensuring every participating entity—from a major Indiana county to a rural township—receives executive-level attention.

We provide a 'Minimum Qualification Guarantee.' Regardless of which specific consultant is assigned to an INDIANA member, they will meet or exceed these established benchmarks for technical expertise and public sector fluency.

Note: Indicative Team Composition: Representative Profiles of the Assigned Project Bench.

Role Profile	Minimum Experience	Public Sector Specialization
DivyaTej Rao (DT) Program / Engagement Lead	10+ Years	Master Contract Governance, Interlocal Agreement Procurement, Multi-Client Onboarding.
Binu N, Hemangini D, & Shagin T V Technical Accessibility Lead	8+ Years	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
Jayant Bhat Customer success/ relationship manager - Jayant	5+ Years	Indiana Regulatory Fluency (Act 220), Municipal Tech Stacks (Revize, etc.), Member-Client Success.

DIVYATEJ (DT) RAO: Program/Engagement Lead

Engagement Director | Digital Accessibility Strategy | DOJ & ADA Compliance Specialist

PROFESSIONAL SUMMARY

Result-driven Engagement Director with over 28 years of leadership in IT Enterprise Systems, specifically within the **Education and Public Sector**. Expert in steering agencies through complex regulatory transformations, including **DOJ Title II**, **ADA**, and **Section 508** compliance. Proven ability to deploy **WCAG 2.1 AA / 2.2 AA** remediation programs for large-scale web and mobile properties.

Distinguished for combining "Accessibility Intelligence" with sustainable governance models—ensuring agencies not only meet the **Q2 2026/2027 deadlines** but establish internal capacity for long-term conformance. Track record of building AI-driven assistive technologies (YANA) and managing high-stakes stakeholder engagement for 15+ major institutional clients.

CORE COMPETENCIES

- **Technical Leadership:** Assistive Technology (AI Voice/Screen Readers), Mobile Accessibility, Enterprise ERP Integration
- **Program Management:** RFP/Contract Management, Stakeholder Engagement, Budgeting (\$6MM+), Vendor Oversight
- **Regulatory Compliance:** DOJ Title II (ADA), Section 508, WCAG 2.1/2.2 AA, WCAG 3.0 Readiness
- **Accessibility Governance:** VPAT Analysis, Remediation Prioritization, Policy Development, Agency Training

PROFESSIONAL EXPERIENCE

SPARIENT, INC. Tustin, CA 2025 – Present

Principal & Engagement Director | Digital Accessibility Practice

Leveraging specialized consulting services to support agencies in achieving and maintaining digital conformance.

- **Accessibility Program Leadership:** Directing the "Accessibility Intelligence Remediation" strategy for covered web and mobile properties, ensuring alignment with **WCAG 2.1 AA** and **2.2 AA** standards.
- **Remediation Planning:** identifying and prioritizing barriers such as **color contrast**, **missing alt-text**, and **keyboard traps**; developed a roadmap to clear critical blockers before the **Q2, 2026 DOJ deadline** for entities serving 50k+ populations.
- **Governance & Training:** Establishing sustainable accessibility policies and "train-the-trainer" models to build internal agency capacity, reducing reliance on external vendors for minor fixes.
- **Multimedia Compliance:** Overseeing the remediation of inaccessible multimedia, ensuring all video/audio content includes compliant captions, transcripts, and audio descriptions.

THOUGHTFOCUS INC. | Irvine, CA

Vice President, Education & Non-Profit Vertical | 2012 – 2025

Led a vertical serving 15+ major clients (Universities/K-12/Non-profits), increasing revenue from \$1.5M to \$6M.

- **Inclusive Product Development (YANA):** Conceptualized and launched '**YANA**', an AI-based voice assistant product. Positioned the tool as a critical **assistive technology** bridge, enabling students with visual or motor impairments to access campus information via voice commands (alternative navigation).
- **Compliance Management:** Managed technical guidance for business strategists and clients to ensure Enterprise IT systems met strict **State and Federal requirements** (including FERPA and ADA), mitigating legal risk for public institutions.
- **Strategic Engagement:** Led 5+ strategic initiatives for renowned universities, overseeing the accessible deployment of Campus Solutions, Content Management Systems (CMS), and mobile applications.
- **Global Team Governance:** Spearheaded a team of 80+ members; implemented "accessible-by-design" training for developers and QA teams in India and the Philippines to ensure code compliance early in the SDLC.

INFONET CONSULTING SERVICES | Chennai, India

Co-Founder & Director | 2004 – 2007

- Directed Enterprise Content Management (ECM) projects, ensuring document retention and digitization workflows were accessible and searchable for diverse user bases.
- Delivered 8 strategic projects for North American clients, focusing on rigorous quality standards and user interface (UI) consistency.

MITS INC. | Cypress, CA

Director, Enterprise Application & Software Architecture | 2005 – 2008

- **Public Sector Delivery:** Delivered 8 Enterprise Computing Programs for **Higher Education and Government clients**, ensuring systems met public sector usability and access mandates.
- **RFP & Proposal Leadership:** Led response teams for government RFPs, specifically addressing technical compliance requirements which resulted in a 30% revenue increase and 2 new strategic government accounts.

PREVIOUS EXPERIENCE:

- **Senior Consultant & Project Manager**, MITS Inc. (2002–2004): Managed University Campus Applications for **California State University**, improving user experience (UX) and self-service access for 45,000+ students/staff.
- **Consultant**, NEC (2000–2002): Designed Global Banking Systems with a focus on strict business

Binu Nair: Technical Accessibility Lead

Professional Summary:

Accessibility Lead Engineer with 9+ years of experience in frontend and mobile/adjacent development, including 3+ years specializing in accessibility engineering and testing. Deep, hands-on expertise implementing and validating WCAG 2.1/2.2 AA compliance for web apps, native mobile experiences, and digital documents. Known for building robust a11y testing frameworks, coaching engineers and QA on best practices, and delivering pragmatic, user-centric solutions that work well with screen readers and other assistive technologies

Core Skills:

- Accessibility Standards: WCAG 2.1/2.2 AA, Section 508, ADA, EN 301 549
- Front end Engineering: Semantic HTML5, CSS3, JavaScript, React (or other), SPA accessibility, design system components
- A11y Implementation: ARIA roles/attributes, landmarks, focus management, keyboard navigation, skip links, error handling, validation messages
- Testing & AT: axe/axe DevTools, WAVE, Lighthouse, pa11y, NVDA, JAWS, VoiceOver, TalkBack, keyboard only workflows, color contrast analyzers
- Mobile Accessibility: Familiarity with iOS and Android accessibility APIs, Dynamic Type, VoiceOver/TalkBack patterns, touch target sizing
- Documents & Media: Tagged PDFs, accessible Office docs, captions/transcripts, time based media, social and marketing content a11y
- Process & Collaboration: ACR/VPAT contributions, a11y backlog triage & prioritization, Agile ceremonies, cross functional collaboration

Professional Experience:

Accessibility Lead Engineer

- Lead technical accessibility implementation and testing across multiple product squads, ensuring new and existing features meet WCAG 2.1/2.2 AA.
- Design and maintain a11y testing frameworks integrated into CI/CD:
- Automated scans using axe, pa11y, and Lighthouse
- Manual keyboard-only and screen reader testing workflows
- Regression checks for design system components and critical user flows
- Perform end-to-end accessibility audits of web applications, design systems, and native mobile experiences, documenting gaps against WCAG success criteria and proposing specific code-level fixes.
- Implement and review accessible solutions for:
- Forms, validation, and error messaging
- Data tables, complex grids, and charts
- Modals/dialogs, menus, tooltips, accordions, and carousels
- Focus traps, focus restoration, and focus visibility
- Collaborate with designers in Figma/Sketch/XD to identify accessibility risks early (color contrast, typography, layout, motion, component behaviors) and provide alternate patterns where needed.
- Support the creation and maintenance of Accessibility Conformance Reports (ACRs) and contributions to VPATs by providing technical findings, screenshots, and assistive technology test results.
- Work with product owners to triage and prioritize accessibility issues based on user impact, compliance risk, and implementation effort; help shape and groom remediation backlogs.
- Mentor developers and QA engineers on:
- Using accessibility tools and screen readers
- Implementing accessible code patterns
- Writing test cases and acceptance criteria that cover accessibility requirements
- Partner with content teams to ensure PDFs and Office documents are properly tagged (headings, lists, tables, forms, reading order, alt text) and validated with assistive technologies.
- Contribute to an internal pattern library and code snippet repository for accessible components, ensuring consistency across products.

Senior Accessibility Engineer / Frontend Engineer

- Delivered accessibility remediation for legacy frontend applications, reducing high-severity WCAG issues by XX% and enabling successful compliance audits.
- Built and refactored reusable accessible React/JavaScript components for navigation, dialogs, tab lists, accordions, and notification banners, aligned with WAI-ARIA Authoring

Practices.

- Integrated automated accessibility checks into build pipelines, reducing new accessibility regressions by YY%.
- Performed assistive technology testing with NVDA, JAWS, and VoiceOver for key user journeys (onboarding, search, checkout, account management).
- Assisted product and UX in A/B tests measuring the impact of accessibility and usability improvements on conversion and completion rates.

Frontend Developer

- Implemented responsive UIs for marketing and product sites using semantic HTML, modern CSS, and JavaScript, gradually incorporating WCAG-aligned patterns.
- Collaborated with designers and content authors to align UI structure, headings, and color choices with emerging accessibility guidelines.

Tools & technologies:

- HTML5, CSS3, JavaScript, React, TypeScript (if applicable) - axe, WAVE, Lighthouse, pa11y - NVDA, JAWS, VoiceOver, TalkBack - PDF/UA tagging tools, Acrobat Pro - Figma, Sketch, Adobe XD - Git, CI/CD (GitHub Actions/Azure DevOps/GitLab CI) - Jira, Confluence

Hemangini D: Technical Accessibility Lead

Professional Summary:

Web Accessibility Specialist and Accessibility Lead with 13+ years of hands-on experience helping enterprise, federal, and highly regulated organizations deliver accessible, compliant digital experiences. I specialize in WCAG 2.2 AA, WCAG 2.1 AA, and Section 508, with deep experience auditing, fixing, and sustaining accessibility across websites, applications, documents, multimedia, and instructional platforms.

I bring a strong front-end accessibility skill set (HTML, CSS, ARIA), extensive assistive technology testing experience (JAWS, NVDA, VoiceOver), and a collaborative, practical approach to accessibility. I'm known for translating complex requirements into clear, actionable guidance and working effectively with IT, Marketing, Legal, HR, design, and academic teams to make accessibility part of everyday workflows—not an afterthought.

Core Competencies:

- WCAG 2.2 AA / WCAG 2.1 AA / Section 508 Compliance
- Web Accessibility Audits, Testing & Remediation
- HTML, CSS & ARIA Accessibility Fixes
- Keyboard Navigation, Focus Management & Screen Reader Support
- Color Contrast, Link Purpose, Forms & Labels
- PDF & Microsoft Office Accessibility (PDF/UA)
- Assistive Technology Testing (JAWS, NVDA, VoiceOver)
- Accessibility Governance, Process & Documentation
- Accessibility Training, Office Hours & Enablement
- Vendor & Platform Accessibility Reviews
- VPAT / ACR Review & Compliance Support

TOOLS & TECHNOLOGIES

Category	Tools & Technologies
Accessibility Testing & Monitoring	Axe, WAVE, ARC Toolkit, Lighthouse, Color Contrast Analyzer, PAC 2021
Assistive Technologies	JAWS, NVDA, VoiceOver, TalkBack, Dragon

	NaturallySpeaking
Web & Markup	HTML, CSS, ARIA, JavaScript (accessibility-focused debugging)
Documents & Media	Adobe Acrobat Pro DC, CommonLook PDF, Microsoft Word, PowerPoint, Excel, InDesign
Platforms & Systems	WordPress, Brightspace (Ally), Simple Syllabus, PeopleSoft, Google indexing, search suppression & metadata tools

Professional Experience

Wells Fargo-Remote

Senior Accessibility Specialist – Web & Document Remediation (Aug 2021 – Present)

- Conduct manual and automated accessibility audits across websites, applications, and documents using Axe, WAVE, JAWS, and NVDA.
- Identify, document, and triage accessibility issues, providing clear remediation guidance and validating fixes through retesting.
- Remediate HTML, CSS, and ARIA issues, including headings, landmarks, keyboard navigation, focus order, color contrast, link purpose, and form labeling.
- Lead remediation of PDFs, Word, and PowerPoint files, including complex tables, forms, charts, and financial disclosures, ensuring compliance with WCAG 2.2 AA, Section 508, and PDF/UA.
- Partner closely with web services, design, compliance, and product teams to deploy fixes and improve accessibility consistency across platforms.
- Provide accessibility consultation, documentation, and training for non-technical teams, helping reduce repeat issues upstream.
- Support regulatory submissions and audits, including SEC-facing documentation, with clear testing evidence and defensible accessibility records.

CVS Health Remote

Accessibility Subject Matter Expert (SME) - Jan 2020 – Jul 2021

- Performed accessibility testing across web content, documents, and digital platforms using assistive technologies and automated tools.
- Reviewed VPATs / ACRs and advised teams on WCAG and Section 508 compliance for third-party products.
- Collaborated with UX, development, and content teams to integrate accessibility earlier in the design and development process.
- Contributed to accessibility documentation and internal guidance used across multiple departments.

IBM Remote

Accessibility Specialist / Lead QA Analyst Oct 2016 – Jan 2020

- Led accessibility testing and remediation validation for enterprise web applications, document systems, and platforms.
- Tracked accessibility defects across multiple teams, ensuring fixes were implemented correctly and consistently.
- Trained developers, QA analysts, and designers on WCAG standards and assistive technology testing.
- Helped establish repeatable, scalable accessibility QA processes.

U.S. Citizenship and Immigration Services (USCIS)- VA

Accessibility Specialist / Senior QA Analyst: Feb 2015 – Jul 2016

- Tested federal web systems for **Section 508 and WCAG 2.0 AA** compliance.
- Worked directly with designers and developers to resolve accessibility issues in production systems.
- Supported compliance documentation and audit readiness efforts.

Canon USA - NY

Senior QA Analyst – Accessibility Jan 2014 – Dec 2015

- Conducted accessibility testing across web and document platforms using screen readers and magnification tools.
- Validated remediation work and provided clear, actionable accessibility recommendations to engineering teams.

Education

Bachelor of Science – Computer Science Excelsior College, Albany, NY

Certifications

- IAAP WAS – Web Accessibility Specialist
- IAAP CPACC
- DHS Trusted Tester – Section 508
- HIPAA Business Associate
- Scrum Fundamentals

Shagin T V: Technical Accessibility Lead

Professional Summary:

Technical Accessibility Lead with 10+ years in front-end and digital product development, including 4+ years driving enterprise-scale accessibility programs across web and mobile. Expert in WCAG 2.1/2.2 AA, ADA, Section 508, and EN 301 549, combining hands-on remediation with strategic governance, training, and cross-functional leadership. Proven ability to embed accessibility into SDLC, define standards and KPIs, and lead complex remediation initiatives for design systems, applications, and digital content.

Core Skills:

- Accessibility & Standards: WCAG 2.1/2.2 AA, ADA, Section 508, EN 301 549, ATAG, ARIA
- Front end & Mobile: Semantic HTML5, CSS3, JavaScript, React, responsive design, accessible SPA patterns; native mobile a11y (iOS/Android) familiarity
- Implementation Patterns: Landmarks & structure, ARIA roles/states, keyboard/focus management, forms, tables, dialogs, menus, carousels, complex widgets
- Testing & Tooling: axe, WAVE, Lighthouse, pa11y, axe core CI, NVDA, JAWS, VoiceOver, TalkBack, keyboard only testing, color contrast analyzers
- Process & Governance: Accessibility strategy, governance frameworks, intake & exception handling, ACR/VPAT, SDLC and CI/CD integration, Agile/Scrum
- Documents & Media: Tagged PDFs, Office documents, captions/transcripts, video/audio, social and marketing content accessibility
- Collaboration & Leadership: Coaching and training, stakeholder management, product & design partnerships, vendor reviews, RFPs and contracts

Professional Experience:

Technical Accessibility Lead

- Own the enterprise digital accessibility strategy, aligning internal standards with WCAG 2.1/2.2 AA, ADA, Section 508, and EN 301 549 across web, native mobile, and digital content.
- Defined and operationalized accessibility governance including intake workflows, prioritization criteria, exception handling, and sign-off processes for product, content, and marketing teams.
- Partner with Product, UX, Engineering, Legal, Compliance, and Procurement to embed accessibility requirements into SDLC, design reviews, RFPs, contracts, and vendor evaluations (including VPAT/ACR review and remediation commitments).

- Lead a portfolio of accessibility assessments and remediation projects spanning:
 - Public websites and internal web applications
 - Design systems and shared UI component libraries
 - Native iOS/Android applications
 - PDFs, Office documents, and marketing assets
 - Video, audio, and social media campaigns
- Provide hands-on technical guidance to engineering teams on semantic structures, ARIA usage, keyboard navigation, focus management, color contrast, and accessible interaction patterns.
- Review and sign off UX flows, wireframes, and Figma specs for accessibility implications (structure, color, motion, focus order, error states, touch targets, etc.).
- Designed and implemented an accessibility testing framework combining automated scans, manual heuristics-based review, and AT testing; integrated checks into CI/CD pipelines and QA regression suites.
- Established accessibility KPIs and dashboards (issue density, closure rates, coverage, defect leakage) reported to product and technology leadership on a quarterly basis.
- Created and maintained an internal accessibility knowledge base with patterns, code samples, reusable snippets, and implementation guides for common scenarios (forms, tables, modals, carousels, charts).
- Collaborate with vendors and platform providers to assess and improve accessibility of third-party solutions, negotiating roadmaps and workarounds where needed.
- Led training and coaching programs for:
 - Designers and content authors (headings, structure, color use, alt text, captions, plain language)
 - Developers and QA engineers (a11y coding patterns, tools, AT usage)
 - PMs and business stakeholders (requirements, acceptance criteria, risk and compliance implications)
- Act as the primary internal SME and escalation point for complex accessibility questions and edge cases, balancing user experience, compliance, and delivery constraints.

Senior Frontend Engineer / Accessibility Specialist

- Led accessibility remediation for key customer-facing web applications, reducing critical WCAG AA violations by XX% within N months.
- Implemented accessible components (navigation, menus, dialogs, tabs, accordions, data tables, form flows) using semantic HTML and ARIA, with robust keyboard and screen reader support.
- Conducted comprehensive accessibility audits using axe, WAVE, Lighthouse, browser DevTools, and screen readers (NVDA/JAWS/VoiceOver), documenting findings against WCAG success criteria.
- Partnered with QA to define a11y acceptance criteria, test cases, and regression suites; introduced automated a11y checks into CI pipelines to prevent regression.
- Remediated and tagged PDFs and Office documents, ensuring correct reading order, headings, tables, and form controls for assistive technology users.
- Collaborated with analytics and UX teams to measure impact of accessibility improvements on task completion, error rates, and engagement, supporting A/B experiments where appropriate.

Tools & Technologies:

HTML5, CSS3, JavaScript, React, Node.js (as relevant) - axe, WAVE, Lighthouse, pa11y - NVDA, JAWS, VoiceOver, TalkBack - Figma, Sketch, Adobe XD - Git, CI/CD (GitHub Actions/Azure DevOps/GitLab CI) - Jira, Confluence, Azure Boards.

Jayant Bhat: Customer Success / Relationship Manager

Professional Summary:

Results-driven Director and Enterprise Solutions Architect with 14+ years of experience leading large-scale ERP modernization, digital transformation, and accessibility-aware technology initiatives in Higher Education. Proven success delivering complex PeopleSoft Campus Solutions, HCM, FSCM, and CRM programs while ensuring alignment with WCAG 2.1 AA, Section 508, and CSU ATI requirements across student, HR, and financial systems.

Highly skilled in architecting scalable, inclusive digital solutions, optimizing business processes, and integrating platforms such as Salesforce and Boomi to enhance institutional efficiency, usability, and equitable access for all users. Trusted advisor to executive leadership, known for embedding accessibility, compliance, and usability into enterprise architecture, UI modernization (Fluid), integrations, reporting, and vendor governance. Certified Boomi Professional Developer, Salesforce Administrator, and Oracle PeopleSoft Developer

Skills:

- Management & Leadership
- Software Development Lifecycle (SDLC)
- Recruiting, Leading & Developing Teams
- ERP implementation & Enterprise Applications
- Business Analysis & Technical Architecture
- Project Management & Stakeholder Engagement
- Cross-functional team collaboration
- Salesforce and Boomi
- Vendor Accessibility Evaluation (VPAT review & remediation coordination)
- PeopleSoft expertise (Campus Solutions, HCM, FSCM)
- Digital Accessibility (WCAG 2.1 AA, Section 508, CSU ATI)
- Accessibility Governance & Risk Mitigation
- System Integration, Data Reporting & Testing
- Accessible Reporting & Document Standards (BI Publisher, PDFs)
- Application Security management
- MS Office Suite, Google Workspace

Professional Experience:

Sparient In., CA – Director, Enterprise Solutions & Innovation (October 2025 – Present)

Lead the enterprise technology vision and innovation strategy while directing large-scale modernization initiatives across multiple CSU campuses and community colleges. Oversee multidisciplinary teams spanning ERP, CRM, AI, data, and integration domains to deliver scalable, future-ready institutional solutions.

Key Responsibilities at Sparient:

- **Lead enterprise solution strategy and innovation roadmap** for multiple CSU campuses and community colleges, aligning modernization initiatives with institutional objectives and long-term technology vision.
- **Lead accessibility**-aware solution architecture across ERP, CRM, portals, integrations, and digital services, ensuring alignment with WCAG 2.1 AA, Section 508, and CSU ATI standards.
- **Partner with campus ATI offices**, functional stakeholders, and vendors to identify accessibility risks, prioritize remediation efforts, and embed accessibility into modernization roadmaps.
- **Direct cross-functional teams** of architects, developers, integration engineers, analysts, and QA specialists, ensuring high-quality delivery across ERP, CRM, AI, and integration programs.
- **Oversee accessible UI/UX modernization** initiatives, including PeopleSoft Fluid redesigns, responsive layouts, keyboard navigation, color contrast, and screen-reader compatibility.
- **Establish accessibility checkpoints** within SDLC, QA, and release management processes to reduce compliance risk and improve user experience for diverse populations.
- **Architect enterprise-wide solutions** across PeopleSoft Campus Solutions, HCM, FSCM, Salesforce, and Boomi platforms, ensuring scalability, reliability, and alignment with business needs.
- **Drive AI-enabled transformation**, including generative AI agents for code analysis/documentation, ML-based forecasting models, anomaly detection systems, and workflow automation to reduce operational effort.
- **Design and govern API-driven integration frameworks** using Integration Broker, REST/SOAP services, and Boomi to ensure secure, real-time data exchange among campus systems.
- **Oversee ERP modernization initiatives**, including Fluid UI redesigns, performance optimization, PUM/SaaS strategy, process automation, and technical debt reduction.

ThoughtFocus Inc., CA – Practice Lead / Senior Technical Manager (June 2017 – October 2025)

ERP – Higher Education

- ThoughtFocus Inc. provides business advisory, consulting, and managed services in technology, business, and knowledge process outsourcing. With 30+ clients in the education sector ranging from K–12 schools to

universities, I have served as a Practice Lead and Technical Architect, overseeing client management, portfolio/program delivery, and team development.

- Across multiple CSU and Community College engagements, partnered closely with campus ATI teams, CMS Shared Services, and functional users to support accessibility compliance initiatives, including Fluid UI accessibility improvements, accessible reporting conversions (Crystal to BI Publisher), and remediation of student- and employee-facing workflows to improve usability for assistive technologies.

Key Responsibilities at ThoughtFocus:

- Lead ERP practice for PeopleSoft, Salesforce, Boomi, ServiceNow, and .NET engagements across multiple CSU campuses and Community Colleges.
- Manage global delivery teams of 25+ professionals, guiding project leads and mentoring technical staff.
- Spearhead business development and presales activities include solution design, proposals, RFP/RFI responses, and Proof of Concepts.
- Oversee budgets, project timelines, and risk management for multi-million-dollar initiatives.
- Diagnose complex business/technical challenges and design scalable ERP solutions that align with institutional objectives.
- Champion innovation initiatives by leading Proof of Concept (PoC) and product roadmap teams to evaluate emerging technologies and accelerate solution adoption.
- Collaborate with executive stakeholders and cross-functional teams to define long-term technology strategies that enhance student success and institutional efficiency.
- Contribute to organizational growth initiatives, including estimations, quality programs, and process improvements.
- Ensure seamless delivery of ERP implementations, upgrades, and ongoing support, maintaining system stability, compliance, and user satisfaction.

Representative Client Engagements through ThoughtFocus:

California State University, Los Angeles – Interim Director, ERP

- Lead cross-functional teams in stabilizing and enhancing ERP platforms, including upgrades, integrations, and production support across Campus Solutions, HR, Finance, and Student Financials.
- Partner with executive leadership to align ERP initiatives with institutional goals, driving process optimization, compliance, and long-term system sustainability.
- Implement governance and change management frameworks to prioritize projects, mitigate risks, and ensure successful delivery of critical ERP initiatives.
- Optimize student lifecycle processes by modernizing admissions, enrollment, financial aid, and student financials operations, resulting in improved efficiency and service to students.
- Strengthen ERP integrations by overseeing API and middleware strategies, ensuring accurate, real-time data exchange between campus systems and third-party vendors.
- Direct security, audit, and reporting improvements, including role-based access redesign, BI Publisher reporting enhancements, and compliance with CSU and federal standards.
- Manage vendor relationships and contracts, ensuring accountability, cost control, and timely delivery of ERP solutions.
- Mentor and guide technical and functional teams, fostering collaboration and professional growth to support both operational stability and innovation.=

Glendale Community College – Project Lead / Techno-Functional Consultant

- Lead and support PeopleSoft Campus Solutions 9.2, overseeing daily operations, upgrades, enhancements, and production support for Admissions, Student Records, Financial Aid, and Student Financials.
- Drive the \$10M Student Debt Recovery Initiative, streamlining collections and financial aid processes, resulting in significant revenue recovery.
- Redesign and optimize admissions and financial aid workflows, including CCCApply, CalGrant automation, and eTranscript integration, ensuring compliance and improved efficiency.
- Enhance integrations and automation by re-engineering the EOPS interface, developing real-time AP/GL integrations, and automating Student Financials processes to reduce manual effort.
- Provide end-to-end solution architecture across academic and financial modules, ensuring scalability, stability, and alignment with institutional needs.
- Strengthen reporting and security through migration of Crystal Reports to BI Publisher, deployment of Activity Guides, and implementation of a new security matrix.
- Support ongoing system stability and user satisfaction through proactive monitoring, troubleshooting, and vendor coordination.
- Serve as liaison between business units, IT teams, and third-party vendors, ensuring timely delivery of enhancements and resolving critical issues.

California State University, East Bay – Tech Lead / Techno-Functional Consultant

- Served as primary technical/functional lead for PeopleSoft Campus Solutions, HCM, and CFS modules, supporting 15,000+ students and staff.
- Directed PeopleSoft split and upgrades (HR & CS), CHRS Recruiting rollout, and infrastructure modernization (Oracle DB, Linux Webserver), delivering projects on time and with stable performance.
- Architected advanced integrations between PeopleSoft and external systems via Dell Boomi and Salesforce, enabling real-time data synchronization and streamlined workflows.
- Supported development of a Salesforce-based student portal, implementing bidirectional PeopleSoft–Salesforce flows that improved enrollment efficiency.
- Enhanced academic and HR operations by migrating legacy Crystal Reports to BI Publisher, configuring Mass Change and Activity Guides, and improving user experience through Fluid UI and WorkCenters.
- Partnered with CMS Shared Services and campus stakeholders to resolve Q2S conversion and Degree Progress issues, and implemented HR solutions in Benefits, Payroll, Core HR, and eRecruit.

California State University, Fullerton – Technical Architect / Business Analyst

- Provided solution architecture and business analysis for Admissions, Matriculation, and Campus Community modules, aligning system capabilities with institutional needs.
- Led the Fluid UI modernization project, transforming the user experience with branded homepages, navigation tiles, and responsive layouts for 40,000+ students and staff.
- Designed and deployed complex BI Publisher reports supporting admissions and enrollment, replacing legacy reporting tools.
- Supported go-live and post-implementation stabilization, ensuring smooth operations with minimal disruption

California State University, Los Angeles – Techno-Functional Consultant

- Played a key role in the HR & Campus Solutions 9.2 split and upgrade, ensuring system integrity and operational continuity.
- Implemented delivered CS–HR–Finance integrations, streamlining data flow and reducing manual reconciliations.
- Developed a CI-based solution to consolidate 10,000+ duplicate user profiles, improving data accuracy and system security.
- Led cutover and post-go-live support, applying retrofits, configuring third-party integrations, and stabilizing system performance.

San Jose State University – Technical Lead / Business Analyst

- Directed integration of Campus Solutions with HR and CFS (Finance) following a system split, ensuring accurate real-time data synchronization.
- Developed and delivered custom BI Publisher reports (SQL/XSL) tailored to academic and financial reporting needs.
- Performed impact analysis and retrofit of campus-specific customizations, enabling a seamless upgrade to Campus Solutions 9.2.

Other Clients (via ThoughtFocus):

- **Cal Poly Pomona:** PeopleSoft Consulting, Workflow Automation, Boomi Development.
- **Cerritos College:** HCM and PeopleTools Upgrade, PeopleSoft Application Enhancement, CCCApply Admission processes, Canvas Integration etc.

Sunsoft Technologies – Technical Lead / Business Analyst (Mar 2017 – May 2017)

Client: Hughes Network Systems, Germantown, MD

- Led PeopleSoft development and Salesforce integration, enabling streamlined data exchange and improved business processes.
- Acted as the primary point of contact for PeopleSoft infrastructure and application availability across production and non-production environments.
- Provided 24×7 production support, ensuring system stability and rapid issue resolution during and outside business hours.
- Directed PeopleSoft deployments to production and lower environments, maintaining synchronization and minimizing downtime.
- Partnered with Business and SDG groups to align technology initiatives with organizational needs.
- Delivered regular progress updates to management on project status, risks, and resource utilization.
- Coordinated and managed onsite and offshore PeopleSoft teams, overseeing resource loading and ensuring effective collaboration.

Ciber Inc. – Senior PeopleSoft Developer / Technical Lead (Oct 2013 – Feb 2017)

Clients: UC Santa Barbara, City of Syracuse, San Diego CCD

San Diego Community College District – Technical Lead

- Delivered 100+ RICEW objects across FSCM and Campus implementations, ensuring accuracy and compliance with business needs.
- Implemented Fluid UI, BI Publisher formats, and REST-based integrations, modernizing the student and finance systems while reducing manual workload.
- Collaborated with functional teams to streamline student and financial workflows, improving efficiency across multiple campuses.

City of Syracuse – Technical/Functional Consultant

- Led the design and delivery of a bolt-on Cash Drawer module, managing a 5-member team and full development lifecycle.
- Customized billing processes and invoice layouts, improving accuracy and alignment with city financial systems.
- Built interfaces, reports, and system enhancements to meet evolving user and compliance requirements.

University of California, Santa Barbara – Senior PeopleSoft Developer

- Served as onsite coordinator, leading the design and delivery of CEMLIs, custom pages, and Application Engine programs.
- Authored technical specifications, test plans, and release documentation to support smooth project execution.
- Developed inbound/outbound interfaces and custom enhancements, including disaster recovery processes and PeopleCode modifications, improving system resilience and performance.

CGI Global – PeopleSoft Developer (Oct 2010 – Sep 2013)

Enterprise IT

- Developed and delivered technical enhancements across HCM, FSCM, and CRM, including query development, process automation, and new business workflows based on client requirements.
- Created reusable documentation, technical guides, and support materials to streamline issue resolution and reduce job failure recovery time.
- Partnered with functional teams and business stakeholders to gather requirements, design solutions, and ensure successful deployments.
- Provided production support and performance tuning, ensuring stability, accuracy, and efficiency of core PeopleSoft applications.

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

Sparient, Inc. is a dual certified **Minority Business Enterprise (MBE)** and **Women Business Enterprise (WBE)**. Furthermore, we are actively expanding our certification portfolio with a **Women-Owned Small Business (WOSB)** designation, anticipated in **Q2 2026**.

Partnering with Sparient allows the **ECPA** and **Edge Public** to directly advance their Diversity, Equity, and Inclusion (DEI) procurement goals. Our certifications provide your organization with a seamless pathway to meet minority- and women-owned utilization targets without compromising on technical excellence.

Beyond compliance, our MBE/WBE status is a functional asset to this contract. We believe that true digital accessibility requires a team that reflects the diverse citizenry of Indiana's municipalities. Our leadership and organizational structure ensure that our consulting is informed by a wide range of lived experiences, allowing us to identify and bridge accessibility gaps that others might overlook

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

Our references represent the gold standard in municipal digital transformation. We don't just fix code; we build sustainable accessibility cultures within complex government structures, mirroring the exact objectives of the ECPA/Edge Public partnership.

Reference 1: Large State University

Entity Name: California State University, Los Angeles

Entity Type: California State University

Engagement Overview: 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 is focused on **progressing toward WCAG 2.2 AA conformance**, reducing ADA Title II legal exposure, and incrementally institutionalizing accessibility across Cal State

LA's digital ecosystem. 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):

1. 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

2. 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

3. 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

4. Validation, Reporting & Legal Readiness

As remediation advances, 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**

5. 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 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 **actively underway**, with progress measured through completion of baseline assessments, remediation of prioritized high-risk content, and phased deployment of AI-enabled monitoring. **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

Reference 2: 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. 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, Sparient provides ongoing support that includes 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, enrollment, 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 **actively in progress**, with success being measured through the **completion of 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 3: Private/ Public Sector

Entity Name: Informative Research

Entity Type: Mortgage and Lending Credit Verification Services

Engagement Overview: At Informative Research, 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

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.

AI-Assisted Testing & Remediation Innovation

Sparient is investing in responsible, human-centered AI to augment (not replace) accessibility expertise through Sparient's AI platform. Our approach combines cutting-edge machine learning with rigorous human validation to deliver faster, more accurate results while maintaining the professional judgment essential to quality accessibility work.

Current AI Capabilities (Available Now)

1. Predictive Compliance Scoring

Machine learning models analyze page templates, CMS patterns, and historical accessibility data to predict which pages are most likely to contain WCAG violations—even before testing occurs. This enables Clients to prioritize testing effort on high-risk pages (e.g., permit applications, payment forms, public records requests) rather than testing sequentially.

Example: An Client with 500 pages can test the predicted 50 highest-risk pages first, likely capturing 70-80% of all critical issues in 10% of the effort.

2. Pattern Recognition & Root Cause Analysis

AI identifies recurring accessibility patterns across a digital portfolio. Rather than treating each missing form label as an independent issue, Sparient's AI platform recognizes "75% of form errors stem from a single template used across 40 pages" and recommends fixing the template once to resolve dozens of issues simultaneously.

This systemic approach reduces remediation time by 40-60% compared to page-by-page manual fixes.

3. Natural Language WCAG Guidance

A conversational AI interface allows Client staff to ask accessibility questions in plain language and receive contextual answers with code examples. This democratizes accessibility knowledge beyond specialists.

Example queries:

- "How do I make a carousel accessible?"
- "What's the minimum color contrast ratio for text?"
- "Do I need captions on background videos?"

Responses include plain-language explanations, relevant WCAG criteria, code snippets, and links to detailed guidance.

Advanced Training & Enablement Programs

Beyond remediation, Sparient is committed to institutionalizing accessibility within government cultures. Our Value-Added programs are designed to transition Clients from reactive compliance to proactive, inclusive design, significantly reducing long-term reliance on external vendors.

1. Accessibility Certification Pathways

Sparient partners with International Association of Accessibility Professionals (IAAP) to provide structured learning paths leading to professional certification:

- **CPACC (Certified Professional in Accessibility Core Competencies):** Foundational certification for anyone involved in accessibility work
- **WAS (Web Accessibility Specialist):** Technical certification for developers, testers, and remediators

a. What We Provide

- Exam preparation workshops
- Study groups and mentorship
- Discounted exam vouchers (negotiated group rates through our IAAP partnership)
- Post-certification continuing education

b. Value to Clients

Building internal certified expertise reduces long-term dependence on external consultants and demonstrates institutional commitment to accessibility.

2. On-Demand Learning Platform

All Sparient training content is available through our Learning Management System (LMS):

- **Video modules** covering WCAG success criteria, accessible content creation, assistive technology use, governance best practices
- **Interactive assessments** to validate learning
- **Downloadable job aids** and quick reference guides
- **Progress tracking** for managers to monitor staff training completion
- **Mobile-accessible** for learning on any device

Note: Included at No Additional Cost for Clients with active Sparient's AI Platform subscriptions.

3. Role-Based Learning Tracks

Pre-configured learning paths designed for specific job functions:

Role	Track Duration	Core Modules
Content Creator	4 hours	Accessible writing, document creation, image descriptions, link text, heading structure
Web Developer	8 hours	Semantic HTML, ARIA, keyboard navigation, focus management, form accessibility, testing tools
Designer/UX	6 hours	Color contrast, visual hierarchy, inclusive design principles, layout accessibility
Procurement Specialist	3 hours	Accessible technology standards, VPAT review, contract language, vendor evaluation
Leadership/Governance	2 hours	Legal requirements, program oversight, reporting, risk management, board communications

Note: Clients can assign entire departments to appropriate tracks and monitor completion

Governance Tools, Templates & Frameworks

1. Policy & Documentation Library

Sparient provides ready-to-adapt templates for common governance documents:

- **Accessibility Policy Statement** (Board/Council adoptable)
- **Web Accessibility Standards** (technical requirements for developers and vendors)
- **Procurement Checklist** (how to evaluate vendor accessibility during RFP process)
- **Exception Request Process** (how to handle temporary accessibility gaps with documented risk acceptance)
- **Third-Party Content Disclaimer** (legal language for content outside Client control)
- **Annual Accessibility Plan Template** (aligned with CSU ATI and similar frameworks)

1. Templates Included

- Microsoft Word (accessible format)
- Plain text / Markdown
- Customization guidance document

2. Value

Clients don't start from scratch. Templates incorporate best practices from hundreds of implementations and are written in plain language suitable for Board/Council adoption.

2. Governance Maturity Model

Sparient uses a five-level maturity framework to help Clients assess current state and plan progression:

Level	Characteristics	Typical State
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1 - Ad Hoc	No formal policy, reactive fixes, unclear ownership	Pre-compliance awareness
2 - Aware	Policy drafted, some training, baseline assessment complete	Early implementation
3 - Managed	Defined processes, assigned roles, regular monitoring	Active compliance effort
4 - Optimized	Proactive culture, accessibility integrated into workflows, continuous improvement	Mature program
5 - Leading	Innovation, peer leadership, accessibility exceeds compliance minimums	Excellence

1. Assessment Process

- Conducted during initial engagement and annually thereafter
- Identifies specific gaps and opportunities
- Roadmap developed showing path to next maturity level
- Progress tracked over time

2. Value

Provides clear, objective measures of program health and demonstrates progress to leadership, auditors, and stakeholders

Innovative Platform Features

AI-Assisted Remediation Intelligence

Sparient's AI Platform engine doesn't just fix current issues—it learns patterns and predicts future problems.

1. How It Works

- AI analyzes remediation history across portfolio
- Identifies recurring patterns (e.g., "Every time Communications Department publishes a press release, there are missing alt text issues")
- Generates proactive alerts: "New page detected from Communications—likely contains 3-5 predictable issues, pre-remediation recommended"
- Suggests process improvements (e.g., "Communications team would benefit from targeted training on image descriptions")

2. Benefit

Shifts from reactive fixing to proactive prevention. Clients get smarter over time.

Real-Time Accessibility Score Visualization

Dashboard includes dynamic visualizations showing:

- **Compliance Trending:** Line graph showing overall compliance percentage over past 6, 12, 24 months
- **Issue Heat Map:** Which site sections have highest concentration of problems
- **Department Comparison:** How different organizational units compare in accessibility health
- **Before/After Impact:** Dramatic visual showing state before Sparient's AI Platform vs. after deployment

1. Export Options

- PowerPoint slides for Board presentations
- PDF reports for legal/audit documentation
- Embeddable widgets for internal portals

2. Benefit

Makes accessibility performance visible and understandable to non-technical executives and elected officials.

Automated Compliance Certificates

For Clients needing to demonstrate compliance for specific purposes (grant applications, partner certifications, legal inquiries), Sparient's AI Platform auto-generates:

- **Site Compliance Certificate:** Formal document certifying that specified website(s) meet WCAG 2.1 AA / 2.2 AA as of [date]
- **Remediation Summary:** Detailed report showing issues found and corrected
- **VPAT Support Documentation:** Data exportable into VPAT format for procurement purposes

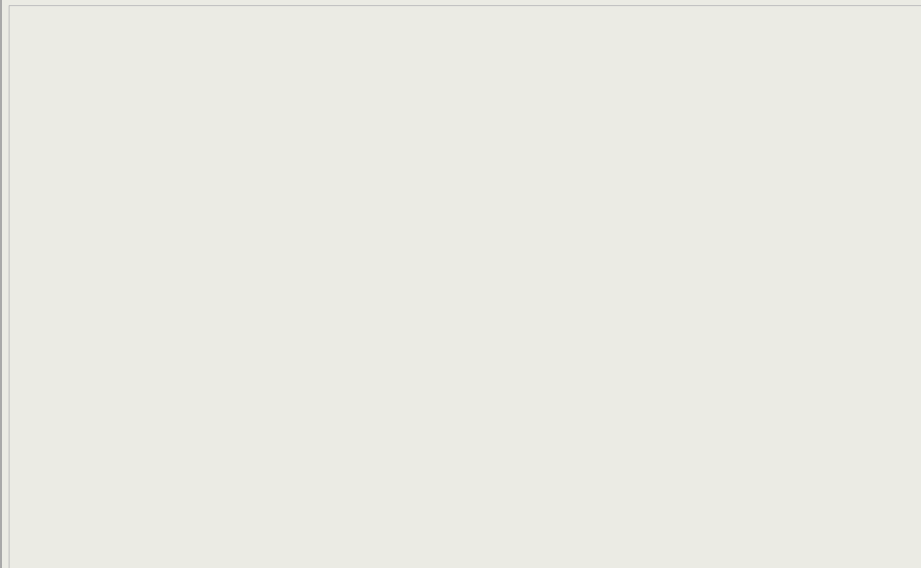
Sparient's AI Platform "Connectivo" Advantage:

1. 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.

2. Connectivo

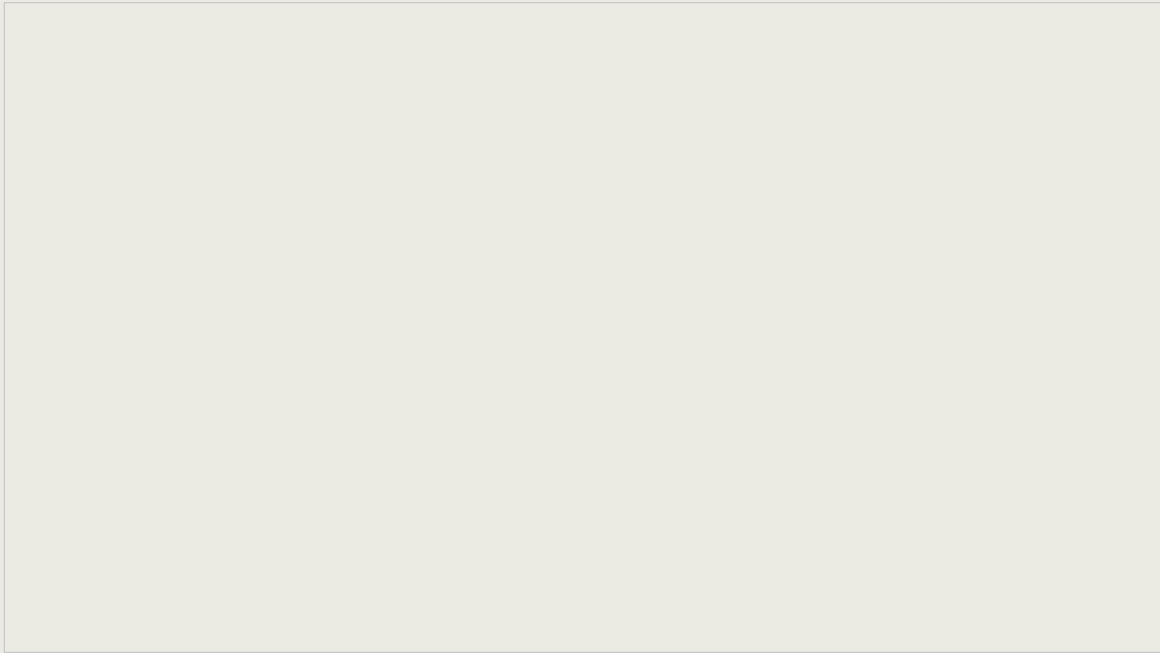


At the foundation of the platform is Connectivo AI, a specialized large language model purpose-built for accessibility work. This AI engine analyzes code, identifies accessibility issues, and generates remediation recommendations informed by millions of real-world accessibility violations and their corresponding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

The system evaluates websites through visual rendering 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

3. Connectivo Intelligent Proxy



The Connectivo Intelligent Proxy operates in real-time between web servers and end users, functioning as an intermediary layer that enforces accessibility continuously. 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

4. Enterprise Management Portal

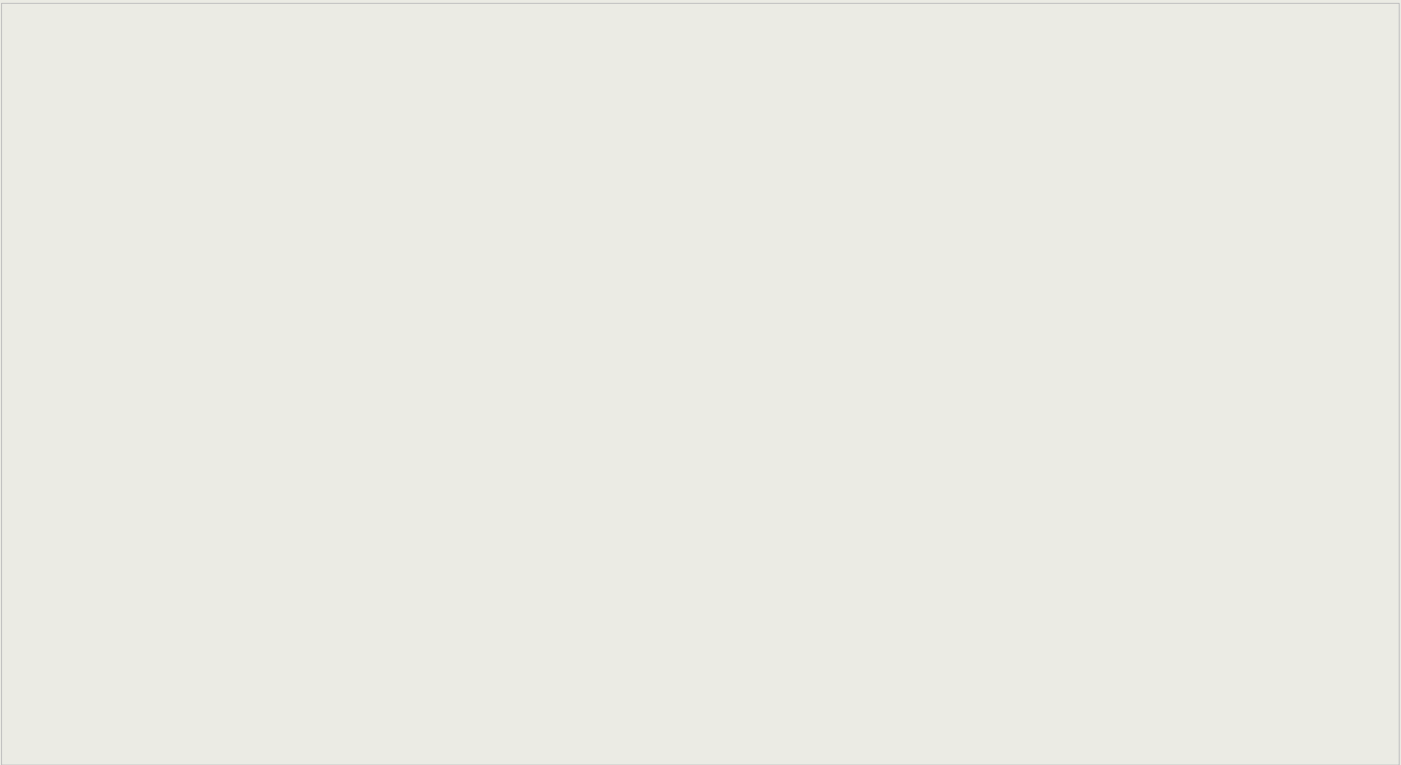
□

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

5. 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.

6. Strategic Benefits

The Connectivo platform offers 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.

7. 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.

Community Engagement & Lived Experience

1. User Testing with People with Disabilities: Sparient maintains relationships with disability advocacy organizations and offers facilitated user testing with people who actually rely on assistive technologies.

What We Provide

- Recruitment of participants with diverse disabilities (blind/low vision, motor disabilities, cognitive disabilities)
 - Moderated testing sessions (virtual or in-person)
 - Observation and note-taking
 - Summary report with findings and recommendations
2. Accessibility Advisory Councils

For larger Clients establishing formal accessibility governance, Sparient provides:

- Model charter and operating procedures for accessibility advisory councils
- Facilitation services for inaugural meetings
- Training for council members on their roles and responsibilities
- Templates for council reporting to executive leadership

Benefit: Builds institutional ownership and ensures diverse perspectives (including people with disabilities) inform accessibility decisions.

Future-Ready Capabilities & Roadmap

Compliance is a moving target. Our roadmap ensures that ECPA and Edge Public member Clients remain ahead of the curve, transitioning seamlessly from today's WCAG 2.1/2.2 requirements to the next generation of digital inclusion standards.

WCAG 3.0 Readiness

W3C is developing WCAG 3.0 (currently working draft), which will introduce significant changes to how accessibility is measured and evaluated.

1. Sparient's Approach
 - Active monitoring of W3C working group progress
 - Participation in public comment periods
 - Research and pilot testing of proposed success criteria
 - Preparation of transition guidance for when WCAG 3.0 is adopted
2. Commitment

When WCAG 3.0 becomes an official standard, Sparient will:

- Provide comprehensive briefings to all contract participants explaining changes
- Update Sparient's AI Platform remediation rulesets to align with new requirements
- Offer transition assessments showing gap between current state and WCAG 3.0
- Deliver updated training content

3. No Rework Charges

Clients will not be required to "start over" or pay for re-assessment against new standard—transition support included in standard subscription.

Emerging Technology Support

As new platforms and technologies emerge, Sparient proactively expands capability:

1. Currently in Development (Expected 2026-2027)

- **AI-Generated Content Accessibility:** Tools for ensuring ChatGPT-style AI outputs meet accessibility standards
- **AR/VR Accessibility:** Guidance and testing for augmented/virtual reality public experiences
- **Voice Interface Accessibility:** Evaluation frameworks for voice-activated services (Alexa, Google Assistant integration)
- **Blockchain/Web3 Accessibility:** Accessible design patterns for decentralized applications

2. Benefit

Clients can adopt new technologies without creating new accessibility gaps

No-Cost & Low-Cost Value-Adds

Quarterly Webinar Series

Sparient hosts open webinars on accessibility topics, free to all ECPA/Edge Public participants:

- Legal and regulatory updates
- Emerging best practices
- Technology demonstrations
- Peer sharing and Q&A

1. Recent Topics

- "Preparing for Q2 2026 ADA Deadline: 90-Day Sprint Strategies"
- "Accessible AI: Ensuring ChatGPT and Generative AI Tools Don't Exclude Users"
- "Document Accessibility at Scale: Lessons from Legacy Remediation Projects"

2. Attendance

Live participation with Q&A, plus recordings available on-demand.

Annual Conference Presentations

Sparient commits to presenting at major public sector conferences at no cost to ECPA/Edge Public or participants:

- **ICMA Annual Conference** (International City/County Management Association)
- **NLC City Summit** (National League of Cities)
- **NASCIO Annual Conference** (National Association of State Chief Information Officers)
- **Accessing Higher Ground** (higher education accessibility conference)

1. Topics Tailored to Contract Participants

- Case studies from Clients using this cooperative contract
- Lessons learned and best practices
- Interactive workshops and office hours

2. Benefit

Increases visibility of contract, provides learning opportunities, and facilitates peer networking.

Peer Community of Practice

Sparient facilitates a **virtual community** for accessibility coordinators and practitioners across participating Clients:

- Quarterly virtual roundtables
- Private Slack channel or Teams group (Client preference)
- Resource sharing (successful policies, training materials, vendor evaluation tools)
- Peer mentorship (experienced Clients supporting newer ones)

1. Participation

Voluntary, no additional cost

2. Benefit

Clients learn from each other's successes and challenges, building collective expertise.

Innovation Commitment

Sparient invests 15% of annual revenue in research, development, and innovation focused on making accessibility more achievable for public sector entities.

Current Innovation Projects

Project 1: Accessible Procurement Automation: Developing AI tools that automatically review vendor RFP responses for accessibility claims, flag inadequate VPATs, and generate follow-up questions for procurement staff.

Project 2: Plain Language Compliance Reporting: Redesigning compliance reports to be understandable by non-technical stakeholders (elected officials, board members, public) while maintaining technical accuracy.

Project 3: Accessibility Impact Measurement: Moving beyond "number of issues fixed" to measuring actual impact on users with disabilities (e.g., task completion rates, user satisfaction surveys, service utilization by people with disabilities).

Commitment to Contract Participants: ECPA /Edge Public Clients will receive first access to new innovations as they become available.