

Questions Submitted by Consultants

Q1: Can you please provide a URL list of the digital properties (websites, mobile apps, etc.) for auditing, so that we can provide cost?

A1: See table below:

neorsd.org
https://gis-neorsd.hub.arcgis.com/ (ArcGIS)
https://customerservice.neorsd.org/s/ (Salesforce)
workforcleanwater.com
dogscantflush.org
cleanwaterfest.com
UKG/Ultipro https://recruiting.ultipro.com/NOR1048NORSD/JobBoard/fe6446f6-8080-40d2-9b6a-dfcd6a1e8fce/?q=&o=postedDateDesc
All social media channels are listed at https://www.neorsd.org/social
This list may be amended to include further URLs identified through discovery.

Q2: We see the Professional Services Template attached with the RFP. Is this for our review and reference, and the agreement will be negotiated upon award, or should we submit redlines as part of the RFP submission?

A2: Consultants can submit redlines with their submissions.

Q3: Are we permitted to utilize offshore resources or an offshore team to perform the work outlined in the Scope of Services?

A3: Yes, offshore resources are allowed.

Q4: Is subcontracting allowed for this opportunity?

A4: Yes, subcontractors are allowed.

Q5: May we include the experience and references of our subcontractors in our proposal? Can we leverage our experience, case studies, and references from private sector clients?

A5: Yes, please provide experiences and references for all primes and subs. You can list two (2) of the most recent similar projects completed, but noting previous experience with utilities or government agencies would be preferred.

Q6: Is it a mandatory requirement to provide at least one of the three references from a city, county, public, or government client?

A6: Not mandatory but noting previous experience with utilities or government agencies would be preferred.

Q7: Can the Sewer District provide an approximate count or list of public-facing digital assets (e.g., websites, mobile apps, third-party integrations) to be audited?

A7: The list of assets is listed in the answer to Question 1.

Q8: What types of third-party applications are included in the audit, and will Consultants have direct access to modify them or coordinate with vendors?

A8: The District is not able to modify third-party applications. The deliverables are an Audit Report and a Compliance Plan.

Q9: Are specific screen reader tools (e.g., JAWS, NVDA) required for the paired auditing process, or is the choice at the Consultant's discretion?

A9: Consultant discretion, but we would like to understand the basis of the recommendations.

Q10: Does the Sewer District have a preferred framework for prioritizing accessibility issues in the Compliance Plan?

A10: The District looks forward to the consultant's recommendations on how to become compliant before the April 2027 deadline.

Q11: Who is the target audience for training, and what is the expected format and scope (e.g., WCAG principles, developer tools)?

A11: Three members of the comms team, plus a few key IT members who may train future content managers.

Q12: Has the Sewer District conducted prior accessibility audits, and can any existing reports or compliance status be shared?

A12: No, this will be the District's first accessibility audit.

Q13: Will Consultants need direct access to Sewer District IT systems for remediation, and what security protocols apply?

A13: The consultant will be given access to the applications needed. VPN is the primary source of secure, remote access.

Q14: What is the expected validation process (e.g., automated, manual, or user testing), and are specific tools preferred?

A14: This project does not involve validation. The deliverables are an Audit Report and a Compliance Plan.

Q15: What is the composition of the Sewer District's Project Team, and what is the expected frequency/format of collaboration?

A15: The District's Project Team is made up of members from the Communications, Information Technology, Legal, Administration and External Affairs, and Purchasing Departments. Collaboration will be set between the two Project Managers.

Q16: Are there specific templates or standards (e.g., WCAG-EM, VPAT) for the Initial Audit Report and Final Compliance Plan?

A16: The District has not specified a specific template for reporting. The plan must outline the steps necessary to ensure the District is (WCAG) Version 2.1 Level AA compliant by the April 2027 deadline.

Q17: Are there any specific font size, font style, or margin requirements for preparing the proposal?

A17: There are no font requirements for the Proposals.

Q18: Should all attachments and forms be included within the technical proposal, or should they be submitted as separate documents?

A18: That is up to the discretion of the Consultants, as long as they are all included.

Q19: As the submission is via email, could you please confirm the required subject line for the email?

A19: There is no required subject line. But please include the project name, Accessibility of Web Information and Services Project.

Q20: Is there a page limit for the proposal?

A20: There is no page limit for your response.

Q21: List of 3rd party vendors that are being used.

A21: The list of assets is listed in the answer to Question 1.

Q22: In the list of URLs I did not see any information on mobile apps. Are there native mobile apps that you need us to look at.

A22: There are no mobile apps included in the scope.

Q23: The Document Repository – is this included in the list of the URLs?

A23: We retain images and videos and PDF documents on the website in two primary repositories: The Document Library (<https://www.neorsd.org/document-library/> publicly searchable), and the Media Library (available to content admins, but not all resources are publicly available). The vendor should assess the accessibility of all publicly available web resources hosted under the neorsd.org domain. Traffic data may suggest which resources may be considered archivable and therefore exempt from the new accessibility standards.

Q24: Can you confirm that NEORSD is looking for remediation support (i.e., NEORSD will perform remediation based on the vendor's audit and Compliance Plan, or is NEORSD seeking the vendor to remediate for the website remediation?

A24: Remediation is not part of this project. If remediation necessitates the assistance of an outside vendor, that work will be in scope of a subsequent project.

Q25: Could the Sewer District please clarify whether meetings between the Consultant's Project Manager and the Sewer District's Project Manager are expected to be held in-person, or if virtual/remote meetings are acceptable?

A25: All meetings can be held virtually.

Q26: The RFP references both assessment and remediation of accessibility issues. Could you please confirm whether the Consultant is expected to perform actual remediation (i.e., implementation of accessibility fixes), or solely to provide recommendations and guidance for remediation?

A26: Remediation is not part of this project. If remediation necessitates the assistance of an outside vendor, that work will be in scope of a subsequent project.

Q27: The Cost Summary Form includes a separate tab titled "Cloud price breakdown and info." Could the Sewer District clarify whether hosting or cloud infrastructure services are expected to be included as part of the Consultant's scope of work?

A27: Cloud price was included only if the Consultant were to use a cloud solution during discovery and assessment.

Last updated: 6/13/25