

May 13, 2019

ADDENDUM #1

**IFB # Y19-1095-PD
WEB and Document Accessibility Services**

This Addendum is hereby incorporated into the bid documents of the project referenced above. The following items are clarifications, corrections, additions, deletions, and/or revisions to and shall take precedence over the original documents. Additions are indicated by **underlining** and deletions via ~~strikethrough~~.

The above Invitation for Bids is amended as follows:

1. Questions and Answers:

1. Question: The scope is only to remediate 14K pages, but the requirement for references are for 50K annual pages. This isn't a similar scope and size through to your project. Could you please modify this reference requirement? We can certainly accommodate the 3x + annual volume, however, no single customer has requested remediation of that volume.

Answer: Page 36, Qualifications of Bidders 1.1 is changed to read: Support for clients with an approximate volume of 14,000 annual pages of review/remediation.

2. Question: Where did the hourly estimates come from in the Digital Accessibility Testing table?

Answer: These are estimated hours on our anticipated usage.

3. Question: Typically, we work with large enterprise clients with a diverse shareholder/ownership base. Is it acceptable to list a reference with vendor management authority on behalf of the enterprise?

Answer: References must meet the requirements set in under the Qualifications of Bidders on page 36 of the Invitation for Bids.

4. Question: Is it acceptable to list a reference for whom we've remediated/reviewed less than 50,000 pages if the complexity and financial engagement is pertinent to understanding the overall capacity and ability of our organization?

Answer: This requirement has been changed from ~~50,000~~ to 14,000.

5. Question: Can the County please provide clarification on the "Estimated Annual QTY" amounts in column 3 of the following tables on page 38 and 39.

A. Document Remediation – is the expected overall page volume for document remediation, the aggregate of the four document categories, that is 14,000 x 4 for a total of 56,000 pages? Or is the total overall page volume, 14,000 pages as a mix of documents from the four document categories?

B. Accessible Document Template Remediation – similar to above, is the expected overall page volume for template remediation, the aggregate of the four document categories, that is 7,000 x 4 for a total of 28,000 pages? Or is the total overall page volume, 7,000 pages as a mix of documents from the four document categories?

C. Certification of Compliance – similar to above, is the expected overall page volume for certification, the aggregate of the three document categories, that is 14,000 x 3 for a total of 42,000 pages? Or is the total overall page volume, 14,000 pages as a mix of documents from the three document categories?

Answer: Refer to the revised Bid Response Form Attached pages 38A and 39A.

6. Question: On page 39, the table, Digital Accessibility Testing, provides estimated testing and audit report hours. Is this estimation based on previous experience or previous bid responses? Is it possible to get a list or tally of URLs and documents proposed to testing, in order to either a. provide alternate pricing by URL or document volumes, or b. provide an alternate estimate of hours required for testing??

Answer: These estimates are not based from previous contracts or bid responses. Bids must be submitted using the Bid Form in this solicitation. There is no list or tally of URLs and documents to be provided.

7. Question: Question about the boxes on pages 38-39. Are there a total of 14K pages, or 14K of each type (42K total)? Same question with the 7K vs 21K templates?

Answer: Refer to the revised Bid Response Form Attached pages 38A and 39A.

8. Question: For number 9, 10, and 11, is this to certify our own work or that of a third party?

Answer: This would include certifying the remediation work done by internal County employees.

9. Question: Are you open to receiving alternate proposals that include a different approach to document accessibility remediation, as well as training, technical assistance, and consulting services to achieve your goals?

Answer: All bids submitted must meet the scope of services as provided in this Invitation for Bids. No alternates are allowed.

10. Question: Has a budget been set for this contract?

Answer: There is no budget amount set for this contract at this time.

11. Question: What are your expected dates for contract award and subsequent commencement of work?

Answer: It is anticipated the bid to be awarded within 30 days after bid opening and work to start shortly thereafter.

12. Question: We assume all work under this contract can be done remotely. How much, if any on-site presence is required/expected of the contractor?

Answer: No on-site work will be required.

13. Question: Is this IFB in response to, or a result of, an accessibility related complaint, investigation, or settlement agreement with an individual, advocacy group, or governmental organization? If so, and if it is allowable, please provide additional details about the lawsuit, complaint, investigation, or settlement agreement.

Answer: The County was sued as a result of an accessibility issue; however, the County had already started to review its website for compliance. The suit involved incompatibility with reader software.

14. Question: What will the term of the contract with renewals thereafter (3 years)?

Answer: This is addressed on page 25 Special Terms and Conditions, Contract Renewal of the Invitation for Bids. This is a one-year contract with four one-year renewals.

15. Question: Do we understand correctly that there will be 56,000 total pages in need of document remediation each year (14,000 simple, 14,000 medium, 14,000 complex, 14,000 rush)?

Answer: Refer to the revised Bid Response Form Attached pages 38A and 39A.

16. Question: Can you provide example documents for each of the types indicated – simple, medium, complex?

Answer: Descriptions of the document types are provided in the Scope of Services in this Invitation for Bids.

17. Question: Do we understand correctly that there will be 28,000 total pages of templates to be created in a year (7,000 simple, 7,000 medium, 7,000 complex, 7,000 rush)?

Answer: Refer to the revised Bid Response Form Attached pages 38A and 39A.

18. Question: Can you provide example documents for each of the template types needed- simple, medium, complex?

Answer: Descriptions of template types are provided in the Scope of Services section of the Invitation for Bids.

2. Revisions:

Page 36, Qualifications of Bidder 1. Reference Documentation is **CHANGED** as follows:

[] 1. Reference Documentation Form
(Required)

Bidder shall complete the attached Reference Documentation Form. References shall be for work **substantially similar in scope and magnitude** satisfactorily completed and shall validate the following capabilities and experience:

1. Support for clients with an approximate volume of **14,000** annual pages of review/remediation.
 2. Support for clients under a continuing contract where engagements and deadlines are concurrent.
 3. Support for clients requiring compliance with JAWS and NVDA screen readers
3. Replace Bid Response Form pages 38 and 39 with pages 38A and 39A attached.
4. All other specifications, terms and conditions remain the same.

Perry Davis
Senior Purchasing Agent

ACKNOWLEDGEMENT OF ADDENDA

- a. The bidder shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the bid.
- b. Receipt acknowledged by:

Authorized Signer

Date Signed

Title

Name of Bidder/Proposer

**REVISED
 BID RESPONSE FORM
 IFB #Y19-1095-PD**

The Contractor shall provide all labor and other resources necessary to provide the goods and/or equipment in strict accordance with the specifications defined in this solicitation for the amounts specified in this Bid Response Form, inclusive of overhead, profit and any other costs.

DOCUMENT REMEDIATION

<u>ITEM NO.</u>	<u>DESCRIPTION</u>	<u>ESTIMATED ANNUAL QTY.</u>	<input checked="" type="checkbox"/>	<u>UNIT PRICE</u>	=	<u>TOTAL ESTIMATED ANNUAL BID</u>
1.	Remediation of Simple Document Page	5,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page	=	\$ _____
2.	Remediation of Medium Complexity Document Page	5,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page	=	\$ _____
3.	Remediation of Complex Document Page	4,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page	=	\$ _____
4.	Document Remediation Rush Job Surcharge	2,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page/Per Day Expedited	=	\$ _____

ACCESSIBLE DOCUMENT TEMPLATE CREATION

<u>ITEM NO.</u>	<u>DESCRIPTION</u>	<u>ESTIMATED ANNUAL QTY.</u>	<input checked="" type="checkbox"/>	<u>UNIT PRICE</u>	=	<u>TOTAL ESTIMATED ANNUAL BID</u>
5.	Create Simple Document Page	3,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page	=	\$ _____
6.	Create Medium Complexity Document Page	2,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page	=	\$ _____
7.	Create Complex Document Page	2,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page	=	\$ _____
8.	Document Creation Rush Job Surcharge	1,000 Pages	<input checked="" type="checkbox"/>	\$ _____ Per Page/Per Day Expedited	=	\$ _____

 Company Name

CERTIFICATION OF COMPLIANCE

<u>ITEM NO.</u>	<u>DESCRIPTION</u>	<u>ESTIMATED ANNUAL QTY.</u>	<u>X</u>	<u>UNIT PRICE</u>	<u>=</u>	<u>TOTAL ESTIMATED ANNUAL BID</u>
9.	Human and Automated Review of Document Checking for Conformance with Orange County Accessibility Statement	14,000 Pages	X	\$ _____ Per Page	=	\$ _____
10.	Human and Automated Review of Document Checking for Usability with JAWS and NVDA	14,000 Pages	X	\$ _____ Per Page	=	\$ _____
11.	Certificate of Compliance Rush Job Surcharge	2,000 Pages	X	\$ _____ Per Page/Per Day Expedited	=	\$ _____

DIGITAL ACCESSIBILITY TESTING

<u>ITEM NO.</u>	<u>DESCRIPTION</u>	<u>ESTIMATED ANNUAL QTY.</u>	<u>X</u>	<u>UNIT PRICE</u>	<u>=</u>	<u>TOTAL ESTIMATED ANNUAL BID</u>
12.	Automated Testing with Audit Report	80 Hours	X	\$ _____ Per Hour	=	\$ _____
13.	Human Testing With Audit Report	320 Hours	X	\$ _____ Per Hour	=	\$ _____

TOTAL ESTIMATED BID ITEMS 1-13 \$ _____

Company Name

IMPORTANT NOTE: When completing your bid, do not attach any forms which may contain terms and conditions that conflict with those listed in the County's bid documents(s). Inclusion of additional terms and conditions such as those which may be on your company's standard forms shall result in your bid being declared non-responsive as these changes will be considered a counteroffer to the County's bid.