

Digital Accessibility Services RFP Questions

1. What content management system is currently powering the County's website?
 - a. ***The county's primary website is powered by SharePoint. The website will be changing to a new cloud platform in 2026. The new platform will be announced in late Q2 of 2025.***
2. Are there any specific web and application technologies that the contractor must be familiar with to effectively remediate the identified accessibility issues?
 - a. ***The county expects vendors to have expertise in remediating accessibility issues across various web technologies and applications. Some example apps and platforms we use include SharePoint, Legistar by Granicus, WebTrac by Vermont Systems, and LibCal for the Library.***
3. Please confirm the expectation that the contractor will need to provide technical/developer services to remediate the accessibility findings on the websites and applications.
 - a. ***The county has internal development staff that is expected to handle the bulk of internal application remediations, but the level of vendor involvement in remediation will be determined as part of the engagement. If the vendor offers services where their own developers make changes to applications, make a note of the service offering in the proposal. However, it is not expected to be needed. In general, the county needs more assistance with directing and supporting the precise changes rather than making them.***
4. Can the County please provide volumes for the number of websites, applications, and other online platforms that will need to be assessed and remediated?
 - a. ***The county is currently identifying the full scope of its digital assets. Assistance from the vendor on creating an inventory of digital assets is expected. At a minimum, vendors should anticipate auditing a mix of three public-facing websites and 30-50 web applications.***

The website URLs are:

- i. www.co.dakota.mn.us
- ii. www.co.dakota.mn.us/parks
- iii. www.co.dakota.mn.us/libraries

Other applications include the following high-use applications. This is not a comprehensive list.

- iv. ***Legistar by Granicus*** (<https://dakota.legistar.com/Calendar.aspx>)
- v. ***WebTrack*** (<https://mndakotactyweb.myvscloud.com>)
- vi. ***LibCal*** (<https://search.dakota.lib.mn.us>)

See also answer to question 1.

5. Are documents (PDFs, Word, Excel, etc.) hosted on the website in scope for assessment and remediation? If so, can the County please provide the type and number of in-scope documents?
 - a. ***Yes, digital documents are within scope for the assessment. The county currently has a contract with a document remediation vendor that can be utilized to remediate identified documents.***
6. Could you please confirm whether the use of offshore labor is permitted for the services outlined in the RFP? Specifically, are there any restrictions or requirements that mandate the labor be located within the United States?
 - a. ***The county does not have specific restrictions on offshore labor; however, vendors must ensure compliance with all applicable legal and security requirements for working with government entities such as ours.***
7. Is there a budget set for this project? If so, what is the estimated range the County has in mind for this work?
 - a. ***The county has not set a fixed budget and is waiting for vendor proposals to determine cost expectations.***
8. Given the uncertain scope, it will be impossible to set a firm, fixed cost contract. Will the County accept a schedule of rates and cost projections based on similar projects?
 - a. ***Yes, proposals that outline service levels, rate structures, and cost projections will be welcomed.***
9. Can the County identify the different digital properties by URL that are subject to this RFP?
 - a. ***See answer to question 4***
10. Is there an inventory or list of digital assets that require assessment? If not, should the vendor be prepared to assist in creating one?
 - a. ***See answer to question 4***
11. Can the County identify the content management system (CMS) (e.g. CivicPlus, Granicus, etc.) for its main website?
 - a. ***See answer to question 1***
12. Does the County use other CMS systems for other digital properties?
 - a. ***The county uses a mix of custom-built and third-party applications.***
13. Apart from CMS systems, can the County identify other web applications that the County uses for its programs, services, or activities?
 - a. ***See answer to question 4.***
14. Automated accessibility testing can only validate approximately a third of the WCAG requirements. Does the County expect both automated and manual audits of all pages or just representative samples?
 - a. ***The county expects both automated and manual testing. Depending on the structure of the digital properties, a representative sample may be acceptable in some cases.***
15. Are there specific user journeys or high-traffic content areas that should be prioritized in assessment or remediation?

- a. See answer to question 4.**
16. Does the County use mobile apps for its programs, services, or activities? Can the County identify these mobile apps?
- a. The county does not need a mobile app audit/assessment.**
17. Does the County use kiosks or other hardware devices that residents interact with? If so, can the County identify such devices?
- a. The county does have kiosks or interactive devices in use. Details will be clarified during engagement with vendors.**
18. Fully remediating the different technologies will likely not be possible without vendor assistance. Does the County want the Consultant to provide staffing to assist the County in remediating issues that are within the County's control? If so, can this be done remotely?
- a. The county is open to different service models, including vendor-assisted remediation in certain scenarios. Developer remediation is unlikely. Remote work will be considered where appropriate. See also answer to question 3.**
19. Some of the Attachments to the RFP appear to be requirements, others appear to be samples, and still others appear to be forms that the City would like returned. To ensure that our proposal is complete, can the County specify how we should treat each attachment?
- a. Vendors should review the attachments carefully. The requirements should be used to inform your proposal. The sample contract provides the basis of our contract language and should be reviewed to assess your ability to comply with similar terms. In addition to your proposal submittal vendors should complete and submit attachments D, E, and F.**
20. Does the County have in-house development staff that will carry out some or all remediations, or is the vendor expected to handle implementation directly?
- a. See answer to question 3.**
21. How many training sessions are expected, and what are the target audiences (e.g., developers, content creators, leadership)?
- a. The county expects multiple training sessions targeting various stakeholders, including developers, web content creators, document content creators, and leadership. As needed in-person/remote trainings for specific remediation needs and on-demand or virtual trainings for training content creators would be some examples.**
22. Should training be offered in-person, virtual, or both?
- a. The county is open to both in-person and virtual options. Virtual and on-demand training for non-technical staff is likely the best approach.**
23. Are there preferred or required accessibility testing tools or methodologies the County expects the vendor to use?
- a. The county does not mandate specific tools but expects vendors to use industry-standard accessibility and best practices testing methodologies.**

Both automated and manual audits are expected. See answer to question 14 for more information.

24. Should the vendor include usability testing with people with disabilities in the assessment process?
- a. The county encourages usability testing with people with disabilities but will consider the feasibility based on vendor proposals.**
25. Is this a one-time engagement, or is there potential for ongoing support beyond the June 2026 contract period?
- a. The initial contract term is through June 2026, and future support needs will be determined based on project outcomes and ongoing needs.**
26. What will be expected during vendor demonstrations in May? (Live walkthroughs of tools, sample training, mock audit presentation?)
- a. The county expects vendors to demonstrate their proposed approach, tools, and methodologies. Vendors will also have the opportunity to discuss their pricing model.**
27. Will the evaluation committee include technical staff, end users with disabilities, or outside accessibility experts?
- a. The evaluation committee will consist of county staff, including technical personnel.**
28. Your insurance requirements specify Network Security & Privacy Liability. If services provided do not require logging into your network, would this specific insurance be required?
- a. No, this insurance is not required if the vendor does not need to access county systems. However, it is likely the vendor will need to access the network to audit certain applications.**
29. Would it be possible to get access to/a list of the “existing digital assets, including websites, applications, and other online platforms” mentioned?
- a. See answer to question 4**
30. Though the preference is to get access, if not, what is the amount & complexity of the assets in scope?
- a. See answer to question 4.**
31. Are fixed firm cost engagements of interest for this project?
- a. The county is open to various pricing structures, including fixed-cost engagements, depending on the scope of work.**
32. What is the expectation for remediation? Is the preference for the contractor to make changes to the source code?
- a. See answer to question 4.**
33. Besides the Dakota County website (<https://www.co.dakota.mn.us/Pages/default.aspx>) Can you provide a list or something more regarding the scope of work involved? As an example, does this work include internal intranet or is it only “customer-facing”?
- a. See answer to question 4. The internal intranet is out of scope.**

34. We're assuming that, if special access is needed for digital channel, it will be provided. Is that correct?

a. Depending on the circumstance, access will be granted directly or through an assigned internal resource support person.

35. The Digital Accessibility Plan mentioned includes "ensure ongoing compliance". Is it safe to assume that this work will NOT end with ongoing maintenance to ensure compliance, but with instructions on how to maintain compliance, which is why you're including training?

a. The project aims to provide the county with the knowledge and tools to maintain compliance independently; however, through evaluation, the need for ongoing support access and future audits may be determined to exist.

36. At the end of the engagement, when all digital properties meet WCAG 2.0 guidelines, our assumption is that training is non-technical in nature. Is that correct?

a. Training will include both technical and non-technical components, depending on the audience. If you do not offer technical training, you may simply state that in your proposal. We have other potential avenues for technical training if needed.

37. Is it safe to assume that our assessment will NOT show every page of every digital asset, but will be comprehensive showing all area's where work is needed.

a. It would be cost prohibitive to assess every page of every digital asset. With that said, all assets should have a comprehensive audit to identify areas where work is needed.

38. Is the county open to a bid that encompasses assessment of the applicable websites and digital assets, and provides recommendations and a rate card for remediation and/or next steps?

a. Yes, the county welcomes proposals with various service structures, including assessment and rate-based remediation recommendations.

39. Can the County confirm how many points are allocated to the technical score and how many are allocated to the cost score?

a. The scoring breakdown is as follows:

- i. Experience and Expertise = 20%**
- ii. Approach and Methodology = 25%**
- iii. Compliance and Verification = 25%**
- iv. Cost Proposal = 20%**
- v. References and Case Studies = 10%**

40. Would the County consider an extension to the proposal due date? The current schedule only allows vendors 1 week to adjust their proposals based on the County's Q&A.

a. Yes, the county has adjusted the schedule to allow vendors an additional week to submit proposals based on the question responses. Proposals are now due on April 25, please see the revised RFP.

41. What digital assets are in scope for this project?

- a. See answer to question 4.**
42. For section 4 of the bidder's proposal (Qualifications and Experience), please confirm that only one set of at least three references is required, and that bidders can also describe other experience beyond the referenced projects without providing additional contact information.
- a. Yes, at least three references are required. Additional experience may be described without providing extra references.**
43. Does all work have to be performed in the U.S.?
- a. See answer to question 6.**
44. Does this procurement fall under the Tier II Reporting requirements for the State of Minnesota.
- a. No, this procurement does not fall under Tier II Reporting requirements.**
45. Are there any pre-requisites required in order to work on this contract, background checks, drug tests, etc.?
- a. The county may require background checks for vendor staff depending on the level of access provided during the engagement. These requirements will be specified prior to onboarding, if applicable.**
46. Can we include the qualifications and experience of our subcontractors as part of our proposal?
- a. Yes, the qualifications and experience of subcontractors may be included.**
47. Given our extensive experience with A11Y projects in the commercial sector, are we permitted to reference and utilize this experience in our proposal?
- a. Yes, relevant commercial sector experience may be included in the proposal.**
48. Has an estimated budget been assigned for this opportunity? If so, can you provide details?
- a. See answer to question 7.**
49. Is there a maximum page limit for the proposal submission?
- a. No, there is no maximum page limit, however, vendors should be concise in their responses.**
50. Are there specific requirements for font size, font style, or margin settings in the proposal?
- a. There are no specific font size, style or margin settings required. Proposals should be clear, professional, and easy to read.**
51. May we include case studies from our commercial projects as part of our proposal submission?
- a. Yes, commercial case studies may be included if relevant to the scope of services.**
52. Is there a required format or template for submitting pricing information?
- a. No specific template is required. Vendors should clearly outline their pricing structure and ensure it aligns with the scope of work and deliverables.**
53. Does this opportunity include any local vendor preference policies?

- a. No, the county does not apply a local vendor preference policy for this solicitation.**
54. Does Dakota County require manual testing with screen readers and assistive technologies for all evaluated platforms, or will automated audit reports be sufficient for certain assets?
- a. The county expects both automated and manual testing. A final approach will be determined in consultation with the selected vendor.**
55. How many staff members are expected to participate in accessibility training sessions? Are there preferred formats, such as live virtual sessions or recorded modules?
- a. The number of staff members will vary by department and stakeholder group. Training formats may include live, virtual, or recorded modules. Flexibility in delivery based on subject and stakeholder is preferred.**
56. Does Dakota County require accessibility conformance documentation in a specific format (e.g., VPAT 2.5), or is a customized report acceptable?
- a. A VPAT or equivalent conformance report is preferred. Customized reporting formats may also be considered if they provide the same level of detail.**
57. Are subcontractors required to be registered with the State of Minnesota or meet any local compliance requirements to be included in the proposal team?
- a. Subcontractors must meet applicable federal, state, and local requirements, only the contractor selected must be registered with the State of Minnesota.**
58. Are there existing vendors or solutions currently providing the services outlined in this RFP?
- a. The county currently has a contract with a document remediation vendor and a subscription to an automated website accessibility checker.**
59. Could you provide more details on the primary goals Dakota County aims to achieve with this project? Are there specific accessibility challenges Dakota County is currently facing?
- a. The county's goal is to ensure compliance with the Americans with Disabilities Act Title II, WCAG 2.1 AA, and Section 508 across digital platforms. The county seeks to improve access for all users and reduce barriers, particularly in high-use service areas. Vendor support is being sought for assessment, roadmap development, remediation, training, and maintenance.**
60. Are there any specific platforms, frameworks, or content management systems (CMS) currently in use that we should be aware of?
- a. See answers to question 1 and question 75.**
61. Can you provide more details on the specific digital assets that require accessibility assessment? Are there specific websites, applications, or platforms in scope?
- a. See answers to questions 4,29,33,41, and 78**
62. Should the assessment include testing with real users with disabilities, or is automated/manual testing sufficient?

- a. See answer to question 24. The county welcomes a comprehensive approach that may include testing with users with disabilities, but it is not strictly required.**
63. What level of involvement is expected from the Dakota County staff in the assessment and remediation process?
- a. The county will provide the vendor with a project lead/primary contact. Staff will also support access to digital properties and participate in training. See also answer to question 3.**
64. Are there preferred tools or methodologies that Dakota County recommends for accessibility verification?
- a. See answer to question 23.**
65. Will Dakota County provide access to assistive technology users for usability testing, or should the vendor arrange for such testing?
- a. The vendor should plan to provide access to assistive technology users if such testing is proposed.**
66. How frequently should compliance verification and reporting be conducted during the contract term?
- a. Reporting frequency and content will be determined in collaboration with the selected vendor. Quarterly reporting is preferred. The vendor should also remain in close contact with the primary county contact throughout the contract term.**
67. Should the vendor implement fixes directly on Dakota County's digital properties, or will Dakota County's IT team handle implementation?
- a. See answers to questions 3, 18, and 84**
68. What departments or teams will require training sessions on digital accessibility?
- a. Training may be required for IT, ADA Coordinator, content creators, communications staff, and other departments as needed.**
69. What is the expected format for training sessions (in-person, virtual, recorded materials)?
- a. See answer to question 55.**
70. Should the remediation also address non-digital accessibility concerns, such as document accessibility (e.g., PDFs, Word documents)?
- a. See answer to question 5.**
71. Does Dakota County have an anticipated budget range for the services described?
- a. See answer to question 7.**
72. Can you clarify if the contract is structured as a fixed-price engagement or time-and-materials billing?
- a. The county is open to reviewing both fixed-price and time-and-materials proposals**
73. Will there be milestone-based payments, or will billing occur monthly based on hours worked?

- a. The payment structure will be negotiated with the selected vendor. Monthly billing based on progress or hours worked is acceptable.**
74. The number and types of websites, applications, and platforms to be assessed
- a. Please see answers to questions 4, 29, 33, 41, and 78.**
75. The underlying technologies, frameworks, and programming languages these properties are built on (e.g., WordPress, Drupal, SharePoint, React, JavaScript, Python, PHP).
- a. County websites and applications may be built using, SharePoint, JavaScript, HTML/CSS, and .NET frameworks. Additional technologies may be identified during discovery.**
76. Approximate size of each property (number of pages/screens).
- a. See answer to question 4 and 33.**
77. Any specific third-party integrations or components that would need evaluation and remediation.
- a. The scope may include third-party tools such as form builders, video players, document viewers, and plug-ins. Specific integrations will be confirmed during project initiation. See also answer to question 4.**
78. Do you have a list of the in-scope digital properties for review?
- a. See answer to question 4. Additional properties may be identified through collaboration with the selected vendor.**
79. Are applications or online platforms created by Dakota County or third-party applications?
- a. The county uses a combination of in-house and third-party-developed platforms. See answer to question 4.**
80. If applications or online platforms are third-party, should they be in-scope? Do you have a list of the third parties?
- a. Third-party applications that are public-facing should be considered in scope. Vendor assistance is requested in identifying these items. See answer to question 4.**
81. Regarding Section C. Proposal Contents, #7, 8 and the Proposal Signature Page: can you please confirm we can provide exceptions to Terms and Conditions, despite the Proposal Signature Page saying that by signing, we accept the Terms and Conditions?
- a. Any requested exceptions to the Terms and Conditions should be presented along with the vendor's proposal. Requests will be reviewed as a part of the evaluation process, but acceptance is not guaranteed.**
82. Are there any restrictions or conditions related to subcontractor usage, including geographic limitations? Can subcontractors be located offshore?
- a. See answer to question 6.**
83. What is the total number and type of digital properties included in the scope (e.g., public websites, internal web applications, intranet sites)?
- a. See answers to questions 4, 29, 33, and 41.**

84. Will the selected vendor be responsible for hands-on remediation (e.g., code, content, and design fixes), or is the expectation to provide remediation recommendations for County teams to implement?

a. See answers to questions 3 and 18. This may vary by project. In some cases, the vendor may provide remediation directly; in others, recommendations will be implemented by county staff.

85. How many staff members are expected to participate in training?

a. See answer to question 55.

86. What is the preferred delivery format (e.g., live, virtual, hybrid) for the training?

a. See answer to question 21.

87. Are there specific topics or outcomes the County would like the training to address?

a. Training should cover accessibility best practices, compliance requirements, and ongoing maintenance strategies.

88. Is there a defined or anticipated budget range the County expects for this engagement?

a. See answer to question 7.

89. Is there a preferred naming convention for the proposal submission document?

a. There is no preferred naming convention.

90. Is there a designated subject line that should be used when submitting the proposal via email?

a. There is no required subject line.

91. Should required attachments be incorporated within the technical proposal document or submitted as separate files?

a. It is preferred to incorporate attachments within the proposal document; however, if file size limits prevent this, separate files may be submitted.