



Document Remediation Questions and Answers

1. We understand this agreement will be operated on an ad hoc basis. Is Dakota County interested purely in unit rates for services (and estimates for the sample documents shared), or is there a desire to establish a budget at this stage? If the latter, please clarify the anticipated volume of documents and pages to be remediated.

Answer: Please provide rates for services only.

2. What is the preferred workflow and approval process across the 10-20 department contacts?

Answer: Dakota will centralize an approach and update the selected vendors.

3. Does Dakota County currently use any secure file sharing systems? If so, what are they and are these preferred or is Dakota County seeking an alternative?

Answer: Our current vendor supplies a secure transfer solution. Dakota County is open to using any secure solutions

4. What types of document types will be in scope? (e.g., PDF, Word, Excel, PowerPoint, EPUB)

Answer: Microsoft office products are the most common document type, and 1-offs of others.

5. Is STEM or STEM-adjacent content (e.g., equations, formulas) in-scope?

Answer: Our understanding is no. The formulas would provide an output, and only the output will need to be assessable.

6. What is the requirement or preference with respect to where services are delivered from (e.g., US, non-US)?

Answer: Preference to US based, however not a requirement.

7. Is membership in IAAP a requirement?

Answer: Not required, but preferred

8. What is the anticipate volume of work over the course of the contract?

Answer: In 2024 our contract vendor invoiced for 23 projects, and in 2025 so far have been invoiced for 21 projects of varying size

9. Should subcontractors complete and sign all of the required **Attachments (A–F)** individually, or may the prime contractor submit a consolidated set on behalf of all project partners?

Answer: Prime Contract would sign the documents, and we would list subcontractors specifically in the contract.

10. What file types will be submitted (PDFs only, or also Word, PowerPoint, Excel, InDesign, etc.)?

Answer: see question and answer 4.

11. Is there an expected **standard turnaround time** (e.g., 3–5 business days) for average-size files?

Answer: Yes, average file sizes turnaround is preferred 3-5 day range, and larger file sizes we would request a time estimate in a quote.

12. Will pricing be evaluated primarily on hourly rates or overall cost efficiency (per-page or per-project pricing)?

Answer: Overall cost efficiency quoted at a pre page or project.

13. Should captioning and remediation rates be presented separately?

Answer: Yes, please separate.

14. Will there be an **interview or demonstration phase** as part of the evaluation process?

Answer: There is not a current plan to have an interview or demo phase, however that may change.