Frequently Asked Questions
RFP 2023-190, Website Accessibility Audit Services

Date   January 26, 2023

Question 1:   Section 1.1 states "A.T. should be used by native users as part of the assessment" – what is meant by "native users"? Does this mean that we must have people with visual and physical impairments use AT and include those results in the assessment report?

Answer: Native Users means those with visual and physical impairments. The Scope of Work language says "should," so this does not indicate a requirement.

Question 2:   Section 1.4.6 states "information and observations obtained from visits to the community" – is there an obligation for the Respondent to be located in and/or visit the Flagstaff community?

Answer: No

Question 3:   Is there a budget allocated to this project?

Answer: This is a grant-funded project

Question 4:   Can companies outside of AZ participate in the project?

Answer: Yes.

Question 5:   Can all of the work be performed virtually?

Answer: Yes

Question 6:   Has the organization conducted an Accessibility audit in the past? If so, when?

Answer: No

Question 7:   Is there an incumbent? If so, who?

Answer: No

Question 8:   Who from the team will be involved in the project?

Answer: Marketing, IT, Planning

Question 9:   Checklist - Is this the final checklist?

Answer: Yes.

Getting you where you want to go

Question 10: C & D - Project Information & Proposal Information - Is there a difference between the two? If so, can you elaborate on the difference?

Answer: Project Information is intended to describe the Project, and Proposal Information is intended to describe the Proposal.

Question 11: H - Exceptions to RFB Requirements and/or Contract provisions (Attachment A) - I did not see a contract attached to the RFP. If there is a sample contract, are you able to send this for review?

Answer: This can be found on the Mountain Line website; it will be the Independent Contractor contract.

Question 13: I + Attachment B - Addendums - I did not see any listed on the website. Have addendums been released? If so, can you send for review?

Answer: Addendums, if any, will be released after the due date for questions.

Question 14: 2.0 references "Comparable Projects in Size & Scope" and the eval section asks for "References (minimum of 3)" - Are these meant to be the same? If not, are there different requirements for each?

Answer: No, these are not the same. Comparable projects should be a description of comparable projects completed by you firm. References should be references from previous or current clients.

Question 15: Any formatting requirements for submission?

Answer: No

Question 16: Will answers be emailed or posted online?

Answer: An FAQ will be released after the due date for questions.

Question 17: The site contains a large number of PDFs that contain critical information for Mountain Line customers. Would Mountain Line be interested in services for PDF accessibility assessment and remediation as part of its project?

Answer: Yes – please distinguish this in the pricing if it is not included in the typical audit.

Question 18: Some pages and key user flows link to subsites/domains that seem important: are these within the scope of the audit? Ex. http://www.mountainlinevanpool.com/

Answer: No

Question 19: Is Mountain Line looking for a dedicated team of Accessibility testers?

Answer: Please refer to the RFP for the scope of work.

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Question 20: If you are looking for a dedicated team, how many months will you require then to conduct ongoing accessibility testing?

Answer: Please refer to the RFP for the scope of work.

Question 21: If you are looking for only testing the existing templates, please advise whats the total number of templates?

Answer: Please refer to the RFP for the scope of work.

Question 22:   Can companies from Outside USA can apply for this?

Answer: Yes.

Question 23:   Will the awarded firm need to be in person for meetings?

Answer: No

Question 24:   Can we perform the tasks (related to RFP) outside USA?

Answer: Yes

Question 25:   Can we submit the proposals via email?

Answer: Yes.

Question 26:   Are the digital properties to be focused on as part of this RFP all contained within the https://mountainline.az.gov/ domain? If not, what other domains are to be included?

Answer: Yes

Question 27:   The site references two mobile apps, one for iPhone and one for Android Smartphones. Are these two apps to be included as part of this RFP?

Answer: No

Question 28:   Are there other mobile apps beyond the iOS and Android apps mentioned that are to be included in this RFP? If yes, which ones?

Answer: No

Question 29:   The website links to Twitter and Facebook. Are the social media web properties to be included in this RFP? If yes, is there others beside Twitter and Facebook that should be included?

Answer: No

Question 30: Does the site support more than the English language? If yes, which languages? Are the languages other than English included as part of the web pages or just PDFs, etc.?

Answer: Website supports English only. Spanish translations are usually only part of PDFs.

Question 31: Is the website maintained using in-house designers, content creators, graphic/video creators, developers, and QA/testers? If not, which groups are in-house, and which are third-party?

Answer: Combination of in-house WordPress support and external designers/content creators and web maintenance support.

Question 32: What CMS system, if any, does the website current run?

Answer: WordPress

Question 33: Reviewing the site, we notice that Mountain Line uses some third-party applications (e.g. UseTransit for buying passes at https://mountainline.usetransit.com or YourPayrollHR for employment opportunities at https://secure3.yourpayrollhr.com/ta/IHR0695.careers?CareersSearch). Are these third-party applications in scope? If so, how many are there and what are the URLs?

Answer: This is not included in the scope

Question 34: The site includes several PDF documents with different layouts. Does Mountain Line want vendors to review all PDFs or can it identify a representative sample. Also, should PDF documents be assessed to the WCAG guidelines, the PDF/UA Specification (ISO 14289), or a different requirement?

Answer: If this is not part of a vendor's standard audit, please provide separate pricing.

Sincerely,

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