



TEXAS SOUTHERN UNIVERSITY

Procurement Services - Purchasing

Addendum 1

Questions & Answers

RFP # 717-19-738

Website Accessibility

Question 1: Are we just testing the TSU.edu site.

Answer 1: No. Additional sites are TSU-related and managed by Departments (and/or outsourced by the Dept.)

Question 2: Are there other domains?

Answer 2: Yes; less than 15 sites; these are the ones related to Answer #1.

Question 3: How many URLS will be tested?

Answer 3: 57

Question 4: Do you have a representative test plan?

Answer 4: No, that is what is expected from this RFP.

Question 5: Training - Do you want us to train your UX and QA people for designing and testing for accessibility?

Answer 5: Yes.

Question 7: Below you will find varying levels of roadmap services. Could you choose which closely relates to your organization?

15 day

For compact organizations with straightforward services, with clear accessibility directive

Parameters

- Number of assets (policies, process documents, style guides, etc): low (3–5)
- Client awareness of relevant assets: high
- Number of stakeholders: low (5–8)
- Client awareness of relevant stakeholders: high
- Interviews: phone

- Interview scheduling: client
- Report revisions: minimal (working draft, final draft, final)

Client attributes

- Small organizations or autonomous department within larger organization
- Leadership that is committed to accessibility
- Location for organizational responsibility for accessibility is clear
- Staff comply with standard operating procedures
- Product and service development follows a standard methodology
- Roles and responsibilities are well established
- Service offerings are straightforward

Clear obligation to provide accessible services (e.g., law, OCR/DOJ, policy)

or 30 day

For decentralized organizations with moderately complex services, with clear accessibility directive

Parameters

- Number of assets (policies, process documents, style guides, etc): medium (8–12)
- Client awareness of relevant assets: medium–high
- Number of stakeholders: medium–high (8–15 individuals plus teams and committees)
- Client awareness of relevant stakeholders: medium–high
- Interviews: phone and in-person
- Interview scheduling: client with some assistance
- Report revisions: moderate (2–3 working drafts, final draft, final)

Client attributes

- Medium–large organizations with multiple autonomous units
- Leadership that is committed to accessibility
- Location for organizational responsibility for accessibility is clear
- No single defined set of operating procedures
- Product and service development does not follow a standard methodology
- Roles and responsibilities are distributed and not well understood; some duplication
- Service offerings are based on in-house and 3rd-party resources
- Clear obligation to provide accessible services (e.g., law, OCR/DOJ, policy)

or 45 days

For decentralized organizations with complex services, with unclear accessibility directive

Parameters

- Number of assets (policies, process documents, style guides, etc): high (more than 12)
- Client awareness of relevant assets: low
- Number of stakeholders: high (15 or more individuals plus teams and committees)
- Client awareness of relevant stakeholders: low
- Interviews: phone and in person
- Interview scheduling: client with assistance
- Report revisions: multiple (2–3 working drafts, 2 final draft, final)

Client attributes

- Medium–large organizations with multiple autonomous units
- Leadership is unclear on commitment to accessibility
- Organizational responsibility for accessibility is unclear
- No single defined set of operating procedures
- Product and service development does not follow a standard methodology
- Roles and responsibilities are distributed and not well understood; significant duplication
- Service offerings are based on in-house and 3rd-party resources
- Lack of clarity on obligation to provide accessible services (e.g., law, OCR/DOJ, policy)

Answer 7: 30 Day

Question 8: Can you please advise on the total number of pages, urls, pdf's, videos, images etc. that need to be tested on <http://www.tsu.edu/>?

Answer 8: ~1,000+ pages

Question 9: Would the university be also looking to involve a vendor for remediation services for web pages, PDF's, word documents, Videos, Images etc, once accessibility testing report phase is over?

Answer 9: Yes

Question 10: What level of accessibility is expected for disabled users? Does the site should support for blind users also?

Answer 10: Yes, 100% OCR compliance is expected for all types of disabilities.

Question 11: Do you need Text-to-speech for people with hearing disabilities?

Answer 11: Yes

Question 12: Do you need voice assisted command for website, so the user can interact with website with agent like amazon's alexa assistive technology?

Answer 12: No

Question 13: What assistive technologies on Mobile needed for people with different disabilities?

Answer 13: None

Question 14: Would you provide any checklist for website accessibility requirements in total?

Answer 14: No, we expect the awarded vendor to ensure that we are 100% compliant.

Question 15: Do you have any current implemented Methodologies?

Answer 15: No

Question 16: Regarding page 6, section 3.2.2 under Criterion 1: Experience and Qualifications of the Firm:

1a) Is there a minimum or maximum number of references bidders must submit? No

1b) Are we permitted to submit large enterprise references (non-higher education) for whom we have completed work similar in size and scope? Yes

Answer 16: No to 1a, Yes to 1b

Question 17: Regarding page 8, under section 3.4 Criterion 3: Cost: Is the selected vendor to evaluate only material available via the public TSU website or material outside the website as well? If the latter, are we able to see a sample of outside documents/ material we will be required to evaluate? The reason we ask is so that we can price accurately.

Answer 17: Outside Material is out of scope.

Question 18: Regarding page 13, 1. Bidding Requirements, section 1.07. states, "Respondent should enter Texas Identification Number System (TINS) number, full Respondent name and address of bidder on the face of this form." Please confirm that the "face of this form" refers to the form on page 27 of the RFP (at the end of Exhibit A).

Answer 18: Yes

Question 19: Regarding page 13, 1. Bidding Requirements, section 1.07. states, “Respondent name should appear on each continuation page of a bid, in the block provided in the upper right hand corner.” Is TSU requesting here that we add our name in the top right corner of each page of our response? Please clarify.

Answer 19: Just label your pages with headers or footer in case they get separated.

Question 20: Regarding page 27 (Exhibit A – Execution of Proposal), are we required to submit the Texas Identification Number (TIN) with our bid, or would it be acceptable to submit this upon award of contract?

Answer 20: Yes

Question 21: Regarding page 6, section 3.3.1’s “Accessibility Review” – is the work listed in this section work the awarded vendor will complete, or are we required to complete a sample review as part of our proposal? Please clarify.

Answer 21: This is just an example of what we have seen in other RFPs and proposals. Present the program that you feel is your best solution to OCR accessibility requirements.

Question 22: TSU is clear that this RFP covers only the TSU main website. However, most universities oversee a cluster of websites for athletics, student life, library resources, alumni programs, etc. Will other TSU websites be up for consideration upon the completion of this project?

Answer 22: Yes, See Answers 1 & 2

Question 23: Section 3.3.1 on page 6 states, “the following are examples of what may occur in a project of this type”; however, the language of sub-section 3.3.1.4 specifically details that the Accessibility Review Report will consist of an Excel document, an HTML document (both containing the results of the testing), and a third document of Accessibility Techniques. If our typical report documents are different from the stated examples, will we be expected to absolutely change the output for the purpose of this project?

Answer 23: Our apologies, present the response that you see fit. It was never our intention to tell you how to solve our problems, rather present our ideas as to where wish to arrive. Present your solutions as you deem appropriate.

*Please sign this Addendum and include it in your response. Your signature will signify your acknowledgement / receipt of this addendum.

Signature _____