

NYeC
508 Compliance Assessment RFP
Questions & Answers

1. What is/are the asset(s) in question?

Ans: NYeC's public-facing website, <https://nyehealth.org>, encompasses all assets requiring 508 Compliance assessment. This website includes theme code, documents (including but not limited to PDFs), forms, images, and graphics. At this time, there are no mobile apps, software, or other web applications requiring consideration for this request for proposal.

2. How will our team get access to the NYeC assets in question?

Ans: Understanding that different organizations may have different testing and assessment approaches, NYeC will work with the chosen vendor to provide required access while maintaining a necessary level of security.

3. How much support will the NYeC team need post testing?

Ans: The designated "508 Compliance Officer" at NYeC is reasonably informed on accessibility and understanding remediation and upholding a high level of compliance going forward. However, there has been no formal training in accessibility within our organization, so for a few staff members close to this project, receiving a base-level education that can be shared with other NYeC staff on accessibility would be ideal.

4. When is NYeC planning to choose a vendor and execute an agreement?

Ans: NYeC plans to select a vendor and execute an agreement by December 30, 2022.

5. What is the expected spend?

Ans: Estimated time and budget to complete the 508 compliance assessment will be provided by each applicant and scored according to the criteria outlined in the RFP.

6. Under Appendix A, it is stated that the products in scope include the public-facing website, the SHIN-NY Core Services, and publicly available documents. Would NYeC provide a list of unique templates for the public-facing website and SHIN-NY Core Services and a list of publicly available documents? If it is not possible to provide the unique template list and documents, can NYeC

provide an estimated number of unique templates and documents along with representative samples?

Ans: NYeC's public-facing website, <https://nyehealth.org>, encompasses all assets requiring 508 Compliance assessment. This website includes theme code, documents (including but not limited to PDFs), forms, images, and graphics. At this time, there are no mobile apps, software, or other web applications requiring consideration for this request for proposal. The SHIN-NY Core Services are not in scope for this project. NYeC does not have a definitive number of publicly available documents but estimates the total number of public PDFs to be around 300 which contain over 1,500 pages. NYeC does not currently have a list of templates for the public-facing website to provide.

7. Does NYeC have a preference for training delivery methods for current and future staff (i.e., live instruction, distributable documents, recorded sessions, eLearning modules)?

Ans: NYeC does not have a preference for training delivery methods and will accept any methods that satisfactorily deliver instruction to staff.

8. Regarding the training, can you please describe the roles, team structure, and the number of internal staff who you would wish to be trained, as well as provide a general sense of their current level of accessibility knowledge and what gaps exist?

Ans: We anticipate a minimum of one member of internal staff, the NYeC-designated "508 Compliance Officer", who will relay any new training/knowledge more broadly with NYeC internal staff as applicable. The 508 Compliance Officer has a moderate level of accessibility knowledge, but current gaps include creating PDF documents that are fully tagged and correctly nested.

9. As mentioned in III. Background Information, the products in scope for this RFP are required to comply with Section 508 and WCAG 2.1 criteria. As Section 508 only requires conformance to WCAG 2.0 AA, could we have clarification on which level of WCAG 2.1 should be tested to? Should it be expected that NYeC is aiming for the industry standard of WCAG 2.1 AA?

Ans: Yes, NYeC is aiming for the industry standard of WCAG 2.1 AA, under the assumption that Section 508 requirements will, in the future, require conformance to same.

10. Under V. Scope of Work, it is stated that testing should be done by utilizing the Section 508 ICT Testing Baseline. In its current state, this baseline only covers success criteria from WCAG 2.0. QualityLogic utilizes a test process that can incorporate WCAG 2.1 criteria as well and is based on and expands upon the WCAG-EM (WCAG Evaluation Methodology). Would QualityLogic be allowed to utilize our proprietary evaluation method to ensure that all criteria are accounted for?

Ans: NYeC is aiming for the industry standard of WCAG 2.1 AA, under the assumption that

Section 508 requirements will, in the future, require conformance to same. A proprietary evaluation method would be acceptable as long as it surpasses the Section 508 ICT Testing Baseline in all testing areas.

11. Does NYeC have a defect tracking system that they would like us to integrate with to submit defect reports as they are discovered throughout the engagement?

Ans: NYeC does not currently have a defect tracking system.

12. What systems does NYeC use to manage day-to-day communications?

Ans: NYeC utilizes Microsoft systems in daily communications and WordPress 6.1 for the public-facing website.

13. Can you confirm the website CMS Platform (Example: WordPress 6.0)?

Ans: NYeC is currently running WordPress 6.1.

14. Is your intent to continue using the accessibility overlay, or are you looking to incorporate accessibility into the website and discontinue the overlay add-in?

Ans: NYeC will seek guidance from the chosen vendor to understand the implications for using the accessibility overlay (UserWay widget) and/or seek to implement any relevant changes suggested by the chosen vendor.

15. Could you provide us with access to a native version of the website without the overlay add-in?

Ans: NYeC may be able to disable the overlay add-in (UserWay widget) if requested by the chosen vendor.

16. Are there any non-public-facing pages or components that require a login that we should be aware of?

Ans: There are no sections/pages of the NYeC website that should require a login.

17. How many templates within the theme does the website use?

Ans: NYeC does not currently have a list of templates for the public-facing website to provide.

18. Is the publicly facing website <http://nyehealth.org>?

Ans: Yes, <https://www.nyehealth.org/>.

19. Are there any subdomains to the publicly facing website in scope?

Ans: Not at this time.

20. Can you provide testing credentials to the SHIN-NY Core Services platform for scoping purposes? If not, can you provide information on how many steps are involved in each process listed for the SHIN-NY Core Services platform?

Ans: The SHIN-NY Core Services platform is not a NYeC domain and is out of scope for this request for proposals.

21. What are the average monthly page views of the SHIN-NY Core Services platform?

Ans: The SHIN-NY Core Services platform is not a NYeC domain and does not need to be taken into consideration for this proposal.

22. How many publicly available documents are in scope and what is their format?

Ans: NYeC's public-facing website, <https://nyehealth.org> encompasses all assets requiring 508 Compliance assessment. This website includes theme code, documents (including but not limited to PDFs), forms, images, and graphics. At this time, there are no mobile apps, software, or other web applications requiring consideration for this request for proposal. NYeC does not have a definitive number of publicly available documents but estimates the total number of public PDFs to be around 300 which contain over 1,500 pages.

23. Native mobile web applications are mentioned but not listed in the scope. Are there currently native mobile apps in scope or is this a future goal?

Ans: Native mobile applications are not currently in scope and are currently a future goal.