



**Request for Proposal (RFP) For
508 Compliance Assessment
ISSUED BY THE
NEW YORK eHEALTH COLLABORATIVE**

APPLICATION INFORMATION	
CONTACT NAME	NYeC
EMAIL ADDRESS	508compliancefp@nyehealth.org
SUBMISSION DEADLINE	November 25, 2022

All correspondence and proposals should be submitted via email directly to the email address listed above and include '508 Compliance Assessment' in the subject line.

I. STATEMENT OF PURPOSE

The New York eHealth Collaborative (NYeC) is seeking applications from experienced 508 compliance and accessibility assessment firms for the testing and assessment of NYeC's website, www.nyehealth.org, for 508 compliance and maturity, to identify gaps that may require corrective action. The request consists of two parts, applicants may choose to apply to one or both parts. Applications should include how the firm plans to:

- Leverage a combination of accessibility testing mediums (automated tools, manual evaluations, JAWS/NVDA screen readers, etc.) to test NYeC's public facing website, forms, documents, and other media on the website, any web application, mobile app, and software, as determined by NYeC.
- Deliver a written report to NYeC detailing the overall rating of the level of Section 508 compliance and maturity, including identifying gaps or violations requiring corrective action, as well as remediation recommendations.
- Provide relevant training to NYeC staff for future sustained website accessibility and 508 compliance assessments.

II. INTRODUCTION

NYeC is a non-profit organization, working in partnership with the New York State Department of Health to improve healthcare by collaboratively leading, connecting, and integrating Health Information Exchange (HIE) across the state.

NYeC is New York State's designated entity (SDE) who leads the advancement of the Statewide Health Information Network of New York (SHIN-NY), a network connecting healthcare professionals statewide. The SHIN-NY connects all the regional health information organizations (RHIO), or Qualified Entities (QEs), which allow participating healthcare professionals, with patient consent, to quickly access electronic health information and securely exchange data with any other participant. Each QE operates its own network that aggregates data from electronic health records (EHRs) from participating providers in their regions. They are interconnected through a SHIN-NY hub via the statewide patient record lookup (sPRL). The hub is an orchestration and security appliance. Together, the QEs collect and exchange data from acute care hospitals in New York State, provider systems, individual providers, laboratories, public health departments and other data sources such health insurance payers.

III. BACKGROUND INFORMATION

As the organization's primary and most visible communications vehicle, www.nyehealth.org is key to showcasing the value, utility, and success of the SHIN-NY. It serves to inform stakeholders and the general public of our efforts to advance health information technology (HIT) and health information exchange (HIE) policies and standards.

In support of Centers for Medicare & Medicaid Services (CMS) and New York State (NYS) contractual and certification requirements, all SHIN-NY entities, including the SDE and QEs, must comply with Section 508 of the Rehabilitation Act of 1973 which includes version 2.1 of the Web Content Accessibility Guidelines (WCAG). Using the defined information and communication technology (ICT) scope set forth by New York State Department of Health (NYSDOH) Office of Quality and Patient Safety (OQPS) (see Appendix A), all SHIN-NY entities will be assessed for their levels of compliance and maturity.

IV. ELIGIBILITY CRITERIA

Required skills and qualifications:

- A minimum of at least three years of 508 compliance and accessibility assessment/testing experience
- Expert familiarity with current 508 compliance, WCAG 2.1, ADA, and [NYS-P08-005 Accessibility of Information Communication Technology standards](#). Able to register in the Federal System for Award Management (SAM) prior to commencement of work, if selected and;
- Able to complete the New York State Vendor Responsibility Questionnaire and;
- The selected vendor will be required to adhere to certain New York State grant contract and confidentiality requirements specific to the initiative. These requirements will be outlined in the vendor contract.

Preferred skills and qualifications:

- Previous experience with clients in the government, non-profit, healthcare and/or information technology (IT) fields
- Experience with federal and/or state health and human services agencies (e.g., HHS, CMS)

V. SCOPE OF WORK

Applicants should provide NYeC with a proposal that addresses all the areas outlined in Section VI. Contents of Proposal for 508 compliance assessment. Specifically, the assessor will:

- Leverage a combination of appropriate accessibility testing mediums (automated tools, manual evaluations, JAWS/NVDA screen readers, etc.) to test NYeC's public facing website, forms, documents, and other media on the website, any web application, mobile app, and software, as determined by NYeC. When assessing public facing website(s) or any web-based application, [Section 508 ICT Testing Baseline](#) for the web must be followed.
- Deliver a written report to NYeC detailing the overall rating of the level of Section 508 compliance and maturity, including identifying gaps or violations requiring corrective action, as well as remediation recommendations.

VI. CONTENTS OF PROPOSAL

The following section outlines the contents that should be included in proposals for the requested 508 Compliance assessment.

1. Applicant Overview and Qualifications:

The proposal should provide a general overview of the applicant's capabilities, resources, and experience. The ideal applicant will have at least three years of 508 compliance and accessibility assessment/testing experience, expert familiarity with current 508 compliance, WCAG 2.1, ADA, and [NYS-P08-005 Accessibility of Information Communication Technology standards](#). Applicants should be able to demonstrate the organization's clear understanding of the scope of 508 compliance and familiarity with the aforementioned accessibility standards and guidelines. Additionally, the applicant must provide samples of assessment reports (reports may be redacted as needed) and provide three (3) references of similar projects undertaken in the previous 5 years to demonstrate background, experience, and expertise in the following areas:

- Website 508 compliance and maturity assessment and testing
- Current 508 compliance, WCAG 2.1, ADA, and [NYS-P08-005 Accessibility of Information Communication Technology standards](#).

2. Approach and Plan:

- The proposal should include a thorough, detailed approach and plan to assess the level of 508 compliance and maturity for NYeC’s public facing website, forms, documents, and other media on the website, any web application, mobile app, and software.
 - The plan must specifically address key areas of the website’s accessibility and performance related to the use of accessibility tools:
 - Conformance of the NYeC website theme code to coding requirements outlined in Section 508 of the Rehabilitation Act of 1973 as well as other relevant standards and guidelines
 - Website functionality: the ability for all individuals to access and use the NYeC website and complete all tasks on the site easily and satisfactorily
 - Overall accessibility of the NYeC website: how information (e.g., content, digital media, forms) is displayed and/or relayed to an individual via a screen reader (e.g., JAWS or NVDA) or other supporting features (embedded AI accessibility widget)
 - The plan must include a project outline, including use of tools, approach, timeline, submission of report outlining 508 compliance gaps, and requirements of NYeC during assessment and any corrective action.

3. Cost:

The proposal must include a detailed budget for complete website assessment, testing, and delivery of report with findings and corrective actions.

VII. APPLICATION PROCESS AND TIMELINE

Proposals will be evaluated by a selection committee. Proposals that do not address all the criteria below may not be evaluated by NYeC.

Proposal submissions are due no later than **November 25, 2022**. Organizations may only contact NYeC using the email address 508compliancerfp@nyehealth.org for all matters concerning this RFP.

If you have questions about the application, please submit those questions to the designated mailbox noted on the cover page of the RFP by November 11, 2022 by 12 p.m. EST and NYeC will

post all questions received and answers to those questions by November 15, 2022 by 5 p.m. EST to <https://www.nyehealth.org/rfis-rfps/>.

NYeC reserves the right to amend or cancel this RFP at any time prior to a signed contract. NYeC is not responsible for any costs incurred in the preparation of a response to this RFP.

Please submit your application in Microsoft Word format using font size 12 with a maximum of 10 pages. Samples of previous work may be included in addition to the 10 pages, though may not exceed three examples. All valid applications must include all sections identified in the evaluation criteria.

Item	Due Date
RFP Release	November 7, 2022
Deadline to submit Questions to NYeC	November 11, 2022, by 5 p.m. EST
Q&A Document posted	November 15, 2022, by 5 p.m. EST
Proposal due	November 25, 2022, by 5 p.m. EST

VIII. EVALUATION CRITERIA

All proposals are to address and be evaluated upon the following criteria (10-page maximum proposal length) as it relates to Section VI. Contents of Proposal.

- A. Applicant Overview and Qualifications – 30 Points
- B. Approach and Plan – 50 Points
- C. Cost – 20 Points

APPENDIX A - NYSDOH OQPS ICT Scope for SHIN-NY Entity 508 Compliance

NYSDOH OQPS ICT Scope for SHIN-NY Entity 508 Compliance

The defined 508 compliance scope for SHIN-NY entities includes ICT that is procured, developed, or maintained for the SHIN-NY entity's public facing website and any web application, mobile app, and software, provided as part of the SHIN-NY Core Services as defined in SHIN-NY policy guidance¹⁴.

This is inclusive of documents (e.g., consent form) made publicly available via the Web.

Comprehensively, the following must be included in scope for the 508 compliance assessment:

1. Public facing website
2. SHIN-NY Core Services
 - a. Patient Record Lookup
 - b. Secure Messaging
 - c. Consent Management
 - d. Notifications (Alerts)
 - e. Identity Management and Security
 - f. Provider and Public Health Clinical Viewer
 - g. Results Delivery
 - h. Public Health Integration
3. Publicly available documents (e.g., consent form)