# Purchasing Memorandum

**DATE:** 2/16/2024

**PLEASE ADDRESS INQUIRIES TO:**

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**INVITATION FOR BID NO.:** 23-008

**TITLE:** Website Document Accessibility Remediation

**IFB DUE DATE: 2/23/2024**

**PERIOD:** TBD

**SUBJECT:** Answers to Questions/Inquiries

**TO:** **ALL PROSPECTIVE APPLICANTS**

In reference to the above Request for Information, the following questions/inquiries were submitted by the deadline indicated in the RFP. We are hereby providing answers to each question below:

1. QUESTION: Please confirm the correct due dates:

**ANSWER: Questions were due by 2/9/2024, Answers released Friday 2/16/2024, Bids due on Friday 2/23/2024**

1. QUESTION:  Is there a deadline for when all documents need to be remediated

**ANSWER: There is no deadline at this time, but that will be discussed when an award has been made**

1. QUESTION: Should we use the higher of the estimates for PDF documents and pages noted in the Bidder Response Workbook as opposed to the Website Accessibility Remediation Invitation for Bid IFB-23-008 1\_31\_24.pdf?
2. **ANSWER: Please** use the estimates in the Bidder Response Workbook, they should be the most accurate but are still subject to change**.**
3. QUESTION: In the Financial Response tab, we realized the formula was calling for a multiplication of the number of documents rather than the number of pages. Would it be possible to update the formula within column D and submit?

**ANSWER: Yes. Our apologies there was a typo on the final page and the calculations are incorrect. An updated sheet has been posted, but if necessary, please feel free to make that change yourself**

1. QUESTION: Are there any roadblocks to offshore development?

**ANSWER:** There should not be any roadblocks to offshore development, unless you have a specific payment method that New York State Government does not support

1. QUESTION:. Do you expect any onsite support/visits/meetings during the development/support phase

**ANSWER:** We do not anticipate any onsite support, visits or meetingsat this time

1. QUESTION: Do you have any preference for a local vendor?

**ANSWER:** Any local vendors that have worked with New York State in the past are preferable but no one would be disqualified for not having worked with New York State before

1. QUESTION: Is there any "not to exceed budget”?

**ANSWER:** There is no “Not to Exceed” budget at this time, but the winning bidder will be chosen in part on providing the best value

1. QUESTION: section 3.2, B, a. ii it states that "OAG will provide the additional content within 2 to 6 weeks" (of receiving contractor request for updated content) **but** in section 7.5 it states that "This contract shall commence upon OSC approval and be in effect [2/26/2024] to [3/31/2024]". Is that correct?

**ANSWER:** Those time estimates are based on our Fiscal Year calendar which begins on April 1st and ends on March 31st. Any other dates or schedules can be discussed when a winning bidder is chosen and a Purchase Order is approved. But for now, Year 1 would be the remainder of the current Fiscal Year. Year two would cover 4/1/2024-3/31/2025. And Year 3 would be 4/1/2025-3/31/2024. Please let me know if you have any other questions or concerns**.**

1. QUESTION: Will there be any pre-bid conferences or meetings, and if so, when and where will they be held?

**ANSWER: No.**

1. QUESTION: For the Reference Form, which is the second tab of the **Website Accessibility Bidder Response Workbook**, would you like us to separate the tab out into a separate workbook to send to our three references? For direct submission to the OAG designated contact, would you like our references to send the forms as an .xlsx file? How do you want the bidder and their references to sign this Reference Form within the Excel document, as signatures are required? For inclusion with the bid proposal, would you like us to copy the three reference forms back into our Response Workbook as separate tabs?

**ANSWER:** You can save that section of the form and sign it as a .pdf please

1. QUESTION: Does OAG require all documents to be merged into a single PDF? How do we incorporate the **Website Accessibility Bidder Response Workbook** Excel sheet, of which the tabs are also broken up by 6.2.3. Bidder Qualifications Response and Executive Summary, if bidders are to format according to the specific order outlined in 6.2?

**ANSWER:** If you can merge everything into a single .pdf that would be preferred but if not, just make sure all docs are filled out and returned

1. QUESTION: The link where answers to questions will be provided via addendum is broken: <http://www.ag.ny.gov/budget-fiscal/procurement>.

**ANSWER: Apologies for the confusion, updated documentation should be located here:** <https://ag.ny.gov/resources/organizations/contract-procurement-opportunities/invitation-bids>

1. QUESTION: This section explains that “This contract shall commence upon OSC approval and will be in effect up to 3 years.” However, the following line indicates contract term as being “[2/26/2024] to [3/31/2024] with [ONE, (1)] one-year renewal options.” Please confirm.
2. **ANSWER: The timeline is currently based on our Fiscal Year which begins April 1 and ends on March 31. But we understand that only leaves about 6 weeks in the current fiscal year. So any timelines can be discussed once an award has been made**
3. QUESTION: Please confirm if weekly meetings are necessary. Would electronic reports suffice, along with periodic account review meetings? Electronic reports will demonstrate the summary data requested in 3.6

**ANSWER:** Weekly reports are mandatory but weekly meetings would only be necessary at the start of the project, once things are in process meetings will be scheduled as-necessary**.**

1. QUESTION: Can OAG provide Sample Docs or a place where we can view them?

**ANSWER:** A list has been provided with this update

1. QUESTION: PDFs contain any forms, scanned content, and/or languages other than English?

**ANSWER:** Everything should be in English, but there may be scanned content or forms on documents in the future.**.**

1. QUESTION: What specific WCAG 2.0 or 2.2 success criteria must be met for each document? Are there different criteria for different?

**ANSWER: We are looking for WCAG compliance. 2.2 is preferred but bidders will not be eliminated if they utilize 2.0**

1. QUESTION: there specific file size limitations for the remediated PDFs due to hosting constraints?

**ANSWER: There are no file size limitations at this time.**

1. QUESTION: Is there a requirement for the PDFs to be accessible across all platforms?

**ANSWER: No, for now Windows accessibility will suffice**

1. QUESTION: Is there an audit process in place for quality assurance post-remediation?

**ANSWER: All documents will be checked to be sure they are WCAG compliant**

1. QUESTION: Are there any specific requirements for handling complex graphics or charts within?

**ANSWER: There should not be any complex charts or graphics at this time, but that can be discussed if it occurs over the course of the contract**

1. QUESTION: Is there a contingency plan if third-party content within the documents (like embedded videos) is not compliant?

**ANSWER: There should be no embedded videos at this time. Any documents that can not be remediated will be added to the weekly report and can be discussed at that time.**

1. QUESTION: Does OAG have preference for the semantic structure of the documents (use of tags like <Article>, <Aside>, <Nav>, etc.)?

**ANSWER: There is no preference at this time**

1. QUESTION: Will the contractor need to work with a Content Management System (CMS) to upload the remediated PDFs?

**ANSWER: Remediated documents just need to be returned to OAG and will be uploaded from there**

1. QUESTION: IS there a requirement for the metadata of the PDFs to be updated as part of the remediation process?

**ANSWER: No, not at this time.**

1. QUESTION: Are there any specific annotations, like comments or editorial marks, in the documents that need special handling?

**ANSWER: No there should not be any comments or editorial marks on these documents, but if anything like that is found, please mention it in the weekly reports.**

1. QUESTION: Will the contractor's work be integrated with any ongoing web development or content strategy work?

**ANSWER: Contractor will only be required to provide remediated documents back to OAG for now**

1. QUESTION: Will the contractor need to create a log or report of changes made to each document for historical tracking?

**ANSWER: Contractor will return the PDFs and accessibility report results for each to OAG**

1. QUESTION: Will the contractor expected to provide recommendations for improving the accessibility of future documents?

**ANSWER: No, but an recommendations to improve quality and efficiency will be taken into consideration.**

1. QUESTION: Are there any specific training materials or documentation that will be provided to the contractor?

**ANSWER: No, not at this time. But if any training is required for the winning bidder, it can be discussed after the award is made**

1. QUESTION: Are there any browser-specific requirements for the PDFs, considering different PDF viewers available in browsers?

**ANSWER: If possible, OAG would like the documents to be available on as many browsers as possible but there are no browser requirements at this time.**

1. QUESTION: What is the process for handling documents that cannot be remediated to be fully WCAG compliant due to technical limitations?

**ANSWER: Any documents that can not be remediated will be in the weekly reports and handled individually to find resolution.**

1. QUESTION: What is the expected turnaround time for the remediation of each document size category?

**ANSWER: There are no turnaround times specifications but contractors may mention any time limitations or constraints in their bid**

1. QUESTION: Are there specific versions of Adobe Acrobat Professional that we are required to use for the scanning process?

**ANSWER: As long as Adobe Acrobat Professional is being used, there is no specific version required.**

1. QUESTION: Is there a preferred secondary program for scanning the documents for accessibility issues?

**ANSWER: No.**

1. QUESTION: What are the formats of the original documents before conversion to PDF (Word, InDesign, etc.)?

**ANSWER: All documents currently requiring remediation are in pdf format**

1. QUESTION: Are any of the PDFs encrypted or password protected, and if so, will the passwords be provided?

**ANSWER: There are currently no password protected files, but if any come along in the future, contractor will be provided the password to access them**

1. QUESTION: How should the remediated PDFs be delivered (e.g., via email, cloud storage, FTP)?

**ANSWER: Email will suffice but if there is another delivery method preferred by the winning bidder, that can be discussed after the award.**

1. QUESTION: Is there a contact person or team at OAG responsible for providing timely feedback or additional content?

**ANSWER: Technical contacts will be provided to the winning bidder upon award of the IFB.**

**All other IFB terms and conditions remain the same.**

**This Purchasing Memorandum is to be signed, submitted and made a part of your proposal. If you have any questions, do not hesitate to contact the person listed on top of this memorandum.**

VENDOR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE OF BIDDER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_