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OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

Purchasing Memorandum

DATE: 3/1/2024

PLEASE ADDRESS INQUIRIES TO:

John Rooney, *Contract Management Specialist*
Telephone Number: (518) 880-0019
E-Mail: purchase@ag.ny.gov

INVITATION FOR BID NO.: 23-008

TITLE: Website Document Accessibility Remediation

IFB DUE DATE: 3/8/2024

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. What specific WCAG 2.0 or 2.2 success criteria must be met for each document? Are there different criteria for different types of documents?

WCAG 2.0 at minimum.

2. Do any of the documents include live text over images that need text contrast compliance?

Our documents are plaintext with some images and charts. Contractor should provide a list of PDFs that do contain live text over images if found.

3. Are there specific file size limitations for the remediated PDFs due to hosting constraints?

Each remediated document should be less than 100MB. We prefer the smallest file size possible without compromising accessibility.

4. What is the expected behaviour for interactive elements within the PDFs, like links or buttons, in screen readers?



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Some PDFs may contain links that direct users to their defined paths.

5. Is there a requirement for the PDFs to be accessible across all platforms (e.g., Windows, MacOS, mobile)?

Yes.

6. How will updates to documents be handled post-compliance, especially if they are frequent?

This information does not need to be disclosed at this time.

7. Will there be a pilot phase to test the process with a smaller number of documents before full-scale remediation?

Yes.

8. Is there an audit process in place for quality assurance post-remediation?

We use Monsido to review PDF accessibility for PDFs on our public-facing site where the PDFs would be uploaded.

9. Are there any specific requirements for handling complex graphics or charts within the documents?

PDFs that contain complex graphics or charts that need to be remediated should have changes reviewed with OAG.

10. What is the contingency plan if third-party content within the documents (like embedded videos) is not compliant?

Our PDFs do not contain embedded videos.

11. Is there a preference for the semantic structure of the documents (use of tags like <Article>, <Aside>, <Nav>, etc.)?

Business expects vendor recommendations on best semantic structuring.

12. How should form fields be handled, especially if they are complex or require custom scripting for accessibility?

Any forms found should be reviewed with OAG first.

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

No.



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14. Is there a requirement for the metadata of the PDFs to be updated as part of the remediation process?

Only if necessary for accessibility.

15. How are language variations within documents to be handled (e.g., documents containing multiple languages)?

Provide OAG with a list of documents that contain multiple languages for internal review.

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

No.

17. How will the contractor's work be integrated with any ongoing web development or content strategy work?

It won't.

18. What version control or document tracking systems are currently in place that the contractor will need to use?

None.

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

Yes.

20. Is the contractor expected to provide recommendations for improving the accessibility of future documents?

Yes.

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

No.

22. Will the contractor have access to users with disabilities for user testing of the remediated documents?

No.

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



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No.

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

Provide a list of documents that cannot be remediated fully based on technical limitations with explanation to OAG.

25. How will the contractor be involved in the feedback and revision process with OAG's internal or external stakeholders?

The contractor will work be expected to attend regularly scheduled meetings with internal stakeholders.

26. What is the expected turnaround time for the remediation of each document size category?

This cannot be disclosed at this time.

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

The contractor should use the most updated version of Adobe Acrobat Professional.

28. Is there a preferred secondary program for scanning the documents for accessibility issues?

No.

29. How will the content for remediation, such as ALT text, be communicated to the contractor?

Contractor can provide a list of documents that require this remediation for OAG to review. OAG will provide ALT context as needed.

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

Our PDFs were created in mostly in MS Word. We may have some that were created in Adobe InDesign and Adobe Acrobat.

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

The PDFs in scope of this project are not encrypted or password protected.

32. What is the process for handling documents that contain sensitive or confidential information?



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The PDFs in scope of this project should not contain sensitive or confidential information.

33. Will the contractor need to provide maintenance or support for the PDFs after delivery, and for how long?

Potentially 3-6 months.

34. Are there any guidelines for the visual design of ALT text, headings, and other text elements to maintain brand consistency?

Most PDFs are standard legal documents with plaintext or plaintext with images, tables, or charts. There may be some instances where OAG branding was applied and that should be maintained.

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

FTP or cloud storage

36. Is there an existing digital asset management system that the contractor should integrate with?

MS SharePoint or OneDrive

37. Are there any specific tools or scripts that the current team uses that the contractor should also utilize?

No.

38. What level of documentation is expected regarding the remediation process for each document?

Each document should have documentation on which offending areas were fixed and why.

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

Yes. We will provide an internal contact.

40. Are there any legal or compliance considerations to be aware of when handling the documents?

This will be discussed after contract.

41. Will there be regular project meetings, and if so, how often and through what medium (in-person, video call, etc.)?



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Yes. We will have regularly scheduled meetings via video call.

42. How should the contractor handle documents that require significant structural changes to meet WCAG standards?

Contractor should provide a list of documents that require extensive remediation and provide recommendations on how to remediate. OAG will review internally.

43. Are there any specific accessibility features that need special attention, like language tags or bookmarks?

Some PDFs may have bookmarks and that functionality should still be available after remediation.

44. Will OAG require training or knowledge transfer on maintaining accessibility standards for future documents?

Yes.

45. How will success be measured, and what are the KPIs for this project?

Yes, however, this information is not available at this time.

46. How should the contractor approach documents with interactive content like forms, dropdowns, or embedded calculators?

Contractor should provide a detailed list of remediation needs for these specific documents. OAG will review internally.

47. Are there any specific performance benchmarks the documents must meet when being accessed by assistive technologies?

We would be looking to the vendor to guide this conversation.

48. What are the guidelines for handling documents containing mathematical equations or scientific notations?

Defer to contractor for best practices and review with OAG.

49. Is there an established process for dealing with content that may require alternative text descriptions, such as complex infographics or diagrams?



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Contractor should provide a detailed list of remediation needs for the content in these specific documents. OAG will review internally.

50. How frequently will the documents be audited for continued WCAG compliance after the initial remediation?

Weekly audits

51. Does OAG have any preferred vendors for accessibility tools or services that the contractor is expected to use or collaborate with?

Monsido, Adobe Acrobat are tools we currently use to test.

52. Will the contractor need to provide training or documentation for OAG staff on maintaining accessibility standards for the PDFs?

Yes.

53. Are there any industry-specific regulations or standards for accessibility that apply to the content of the PDFs, in addition to WCAG?

We would be looking to the vendor to guide this conversation.

54. Should the remediation process include setting up a scalable workflow for OAG to handle future documents?

Yes.

55. Does OAG expect the contractor to use automated accessibility testing tools only, or also manual testing by accessibility experts?

OAG expects that the contractor will use automated accessibility and, if necessary, manual testing.

56. Will the contractor be expected to handle versioning and backup of the documents during the remediation process?

Yes.

57. How will changes to WCAG standards during the course of the project be handled?

Process to be determined.



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58. Are there any specific accessibility considerations for charts, tables, and other data representations within the PDFs?

We should ensure those items are still accessible on all standard platforms.

59. How will the contractor ensure that the remediated documents are future-proofed against upcoming web accessibility guidelines and standards?

This information cannot be shared at this time.

60. What process should be followed if the remediation work uncovers issues with the source documents that may require re-creation or extensive redesign?

Contractor should provide a detailed list of remediation needs for these specific documents for OAG to review internally.

61. Is there a requirement for the documents to be optimized for mobile and tablet viewing?

Yes.

62. How will the contractor coordinate with any third-party agencies or consultants currently involved in the content creation or web design process?

This information will be disclosed after a contract is established.

63. Are there specific reporting or tracking systems in place for project management and milestone achievements that the contractor will need to update?

We use Hive. This may or may not be necessary for this work.

64. Does OAG have specific requirements for the accessibility of annotations and document comments?

No.

65. Will the contractor be responsible for ensuring that all multimedia content within the documents is captioned and/or described for the hearing or visually impaired?

Yes.



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66. Is all the work to be performed onsite? Can any of the work be performed remotely? How about off-shore?

Work can be completed remotely but not offshore. All work must be performed in the Continental US.

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: _____