SOUTHWEST FLORIDA WATER MANAGEMENT DISTRICT
2379 BROAD STREET
BROOKSVILLE, FLORIDA 34604-6899
TELEPHONE 352-505-2970

February 10, 2026

RFP 25-4847 – DIGITAL ACCESSIBILITY SOLUTION

ADDENDUM #1
(Acknowledgment is Required)

The Respondent shall acknowledge its review and receipt of this Addendum by signing below and including a signed copy of this Addendum with its bid submittal. Failure to do so could result in disqualification of the bid.

Please note that double underlined information (*example*) is added wording and stricken information (*example*) is deleted wording.

I.   CLARIFICATIONS

1.   Section 1.7.5.9, Training Plan, is amended to include the following:

     1.7.5.9 Training Plan. Respondents must provide a training plan for virtual delivery. The plan should outline the types of training offered and include the estimated time commitments for each user role, such as administrators and content editors. Respondents must specify whether ongoing or refresher training will be available for new and existing users throughout the contract term. The plan should also list any supplementary educational resources, including best-practice guides, webinars, virtual expert-led sessions, searchable online documentation, and a knowledge base. In addition, the training plan must include specific roles such as the website team, which consists of content editors and accessibility teams, and IT staff. It must also provide high-level orientation sessions for certain members of management and communications staff.

2.   Section 1.7.5, Methodology and Approach, is amended to include the following:

     1.7.5.10 Post Implementation Support. Respondents must provide periodic check-ins with the District's Project Manager, starting with more frequent meetings immediately after launch and transitioning to a regular schedule as the system stabilizes. The frequency and method of these check-ins shall be determined by mutual agreement between the District's Project Manager and the awarded Respondent.

3.   Section 1.7.8, Cost/Fee Schedule, Bullet four is amended as follows:

     •   Incremental scanning costs for scans above 5,000 unique pages per week.

4.   Section 1.8, PROPOSAL OPENING, paragraph six is amended to include the following:

     The District is providing a virtual option to join the proposal opening for RFP 25-4847, Digital Accessibility Solution. The meeting will begin at 2:00 p.m. Local Time on Tuesday, February 17, 2026. Respondents may view the opening by clicking on the "Join Microsoft Teams Meeting" title below. You may also click on or copy and paste the following Teams link URL into your browser:

     Microsoft Teams meeting
     Join on your computer or mobile app
     Join the meeting now
     Meeting ID: 268 842 612 172 79

5.   Section 3.1, PROJECT OBJECTIVES, paragraph four is amended as follows:

The SaaS must accommodate scanning 5,000 unique web pages per week across multiple domains.

6.   Section 3.3, ANNUAL RATE, paragraph one is amended as follows:

Respondents must provide a comprehensive pricing structure that clearly identifies all costs associated with delivering the services described in this solicitation. The pricing must include a lump sum, all-inclusive cost for implementation, which encompasses training and documentation. In addition, respondents must provide annual lump sum prices for external and internal website scanning for Years 1 through 5, based on a minimum of 5,000 unique scans per week. The proposal must also include clearly defined incremental costs for scanning above the minimum 5,000 unique pages per week, presented in tiers or per-unit pricing. Costs for ongoing technical support throughout the contract term must be included, along with any optional services, which should be itemized and described separately.

7.   Section 4, CONTRACT PERIOD, of ATTACHMENT 3, SAMPLE AGREEMENT, is replaced in its entirety with the following:

This Agreement is effective upon execution by both parties and will remain in effect for three (3) years from the date services commence. Services are anticipated to commence after April 1, 2026. The Agreement may be extended for two additional one-year periods at the sole discretion of the DISTRICT, with each extension commencing on the anniversary of the Agreement's commencement date.

8.   Section 5.4, EVALUATION METHOD AND CRITERIA, Cost/Fee Schedule category of is amended as follows:

Evaluated based on the clarity of the cost/fee schedule.(5 points); Overall value of the following: implementation costs (including training and documentation), external and internal scanning costs for Years 1–5 (minimum 5,000 unique scans/week), incremental costs for scans above 5,000 unique pages/week, technical support costs, and any optional services (10 points).

II.   QUESTIONS AND ANSWERS

1. Question: **How many websites are currently managed by the District, and which ones are externally hosted?**

Answer: The District manages one external website, Watermatters.org, which is externally hosted. The District also manages one internal website, which is internally hosted.

2. Question: **Are there any internal websites that need to be included in the scanning capability, or is that an optional future requirement?**

Answer: Please refer to section 3.1 PROJECT OBJECTIVES.

3. Question: Are there specific types of content or pages (e.g., PDFs, forms) that need particular attention in terms of accessibility scanning?

Answer:: Please refer to section 3.2.1.1 Accessibility Compliance (WCAG 2.1 and 2.2, AA).

4. Question: Is this a new initiative for the District, or is this solicitation intended to replace an existing solution?

Answer: Yes, this is a new initiative.

5. Question: Is there a current incumbent vendor providing these services? if so, who is the vendor?

Answer: No.

6. Question: How many different vendors are currently involved in the development and maintenance of the District's various public-facing websites?

Answer: None.

7. Question: What CMS/platform(s) are used for the websites today?
What Content Management System (CMS) platforms are currently being used for the websites?

Answer: The District's external website uses Drupal 11 as its CMS platform.

8. Question: Are there any specific third-party integrations (e.g., CRM, databases, APIs) that the digital accessibility solution should work with?

Answer: No.

9. Question: Are there any specific requirements regarding compatibility with browser updates and mobile accessibility?

Answer: Please refer to section 1.7.5.7 System Requirements and 3.2.2.6 Supplemental.

10. Question: Will the solution need to support scanning password-protected areas of the websites, and if so, what are the security protocols required for this?

Answer: Please refer to section 3.2.1.1 Accessibility Compliance (WCAG 2.1 and 2.2, AA).

11. Question: Are there specific federal or state-level compliance requirements beyond WCAG 2.1/2.2 that must be adhered to (e.g., Section 508, ADA)?

Answer: This solicitation's focus is compliance with WCAG 2.1/2.2, AA.

12. Question: Do you have any past audits or reports that can help us better understand your current accessibility status and the challenges you face?

Answer: No.

13. Question: How do you currently manage accessibility compliance on your websites (manual checks, internal tools, etc.)?

Answer: The District currently uses Acquia Optimize, formerly Monsido, to manage current accessibility compliance.

14. Question: **What is the expected workflow for resolving identified accessibility issues?**

Answer: Please refer to section 3.2.1.4 Collaboration and Workflow Tools.

15. Question: **Who will be responsible for addressing the remediation recommendations (internal teams or external contractors)?**

Answer: District staff will be responsible for addressing remediation recommendations.

16. Question: **What is the level of support required post-implementation (e.g., on-demand troubleshooting, updates, and training)?**

Answer: Please refer to section 3.2.1.6 Integration and Support.

17. Question: **Is there a need for ongoing periodic scans and reports after the initial implementation phase?**

Answer: Please refer to section 3.2.1.1 Accessibility Compliance (WCAG 2.1 and 2.2, AA).

18. Question: **What type of reports and dashboards are needed for stakeholders (e.g., accessibility team, IT, management)?**

Answer: Please refer to section 3.2.1.5 Reporting and Dashboards.

19. Question: **How would you like the reports to be formatted (PDF, Excel, etc.), and are there any specific metrics or KPIs you want tracked?**

Answer: Please refer to section 3.2.1.5 Reporting and Dashboards. Metrics or KPIs were not specified.

20. Question: **Do you need any role-based access control for these reports or dashboards (e.g., different views for different teams)?**

Answer: Please refer to section 3.2.1.5 Reporting and Dashboards.

21. Question: **What training formats do you prefer (e.g., on-demand videos, live virtual sessions, in-person)?**

Answer: Please refer to section 1.7.5.9 Training Plan.

22. Question: **Is there an internal 'train-the-trainer' program in place to ensure continued education after the initial training period?**

Answer: Please refer to section 1.7.5.9 Training Plan.

23. Question: **What are your expectations regarding system updates and maintenance (e.g., frequency of updates, response times for system bugs)?**

Answer: Please refer to section 1.7.5.2 Service Level Agreements and 3.2.1.6 Integration and Support.

24. Question: **Are there any defined service level expectations for uptime or system availability (e.g., 99.9% uptime)?**

Answer: No.

25. Question: Will the District require periodic re-scanning of websites beyond the initial compliance scan, and how often would you like that to occur?

Answer: Please refer to section 3.2.1.1 <u>Accessibility Compliance (WCAG 2.1 and 2.2, AA)</u>.

26. Question: Are you looking to implement user-facing accessibility features like toolbar customization (e.g., text size, contrast) on the websites?

Answer: User-facing accessibility features, such as toolbar customization, is outside the scope of this RFP.

27. Question: How do you plan to gather user feedback regarding accessibility (e.g., feedback forms, surveys, user testing)?

Answer: Gathering user feedback regarding accessibility is outside the scope of this RFP.

28. Question: Would the District be open to incorporating real-time accessibility testing, such as testing conducted by blind or visually impaired users?

Answer: Real-time accessibility testing is outside the scope of this RFP.

29. Question: Do you currently conduct user testing with individuals who have disabilities, and if so, what is the scope of this testing?

Answer: No.

30. Question: Would you consider it valuable to include real-time testing alongside automated scanning to validate the accessibility of your websites from the perspective of actual users with disabilities?

Answer: Real-time testing is outside the scope of this RFP.

31. Question: Are there specific aspects of the website that you feel would benefit from real-time user testing by individuals with disabilities (e.g., form submissions, navigation, multimedia content)?

Answer: Real-time testing is outside the scope of this RFP.

32. Question: Would the District like to include real-time feedback from blind users as part of the overall accessibility report, alongside the automated scan results?

Answer: Real-time testing is outside the scope of this RFP.

33. Question: Would you prefer to have a more comprehensive accessibility report that includes both automated tools and human-centered evaluations (e.g., feedback from a blind person)?

Answer: Please refer to section 3.2.1.5 <u>Reporting and Dashboards</u> however, human-centered evaluations are outside the scope of this RFP.

34. Question: How would you like to incorporate blind users into the testing process (e.g., full website walkthroughs, specific feature testing, user journeys)?

Answer: Human-centered evaluations are outside the scope of this RFP for a software solution.

35. Question: **Do you have specific pages or user flows that you feel require more attention from the perspective of blind users, such as critical services, forms, or navigational elements?**

Answer: No.

36. Question: **Is there a set budget range for the digital accessibility solution, and if so, can you provide that range?**

Answer: The fiscal year 2026 budget allocates up to $28,000 for the software solution. Future years will be budgeted as needed.

37. Question: **Would the District be open to pricing models based on tiered usage or page volume beyond the 5,000 pages per week?**

Answer: Please refer to section 3.3 ANNUAL RATE.

38. Question: **Are the websites currently under a managed maintenance contract with another entity, and how will that entity be expected to interact with the new accessibility SaaS provider?**

Answer: There are no District websites under managed maintenance contracts.

39. Question: **What is the estimated number across all sites:**
  1. **unique HTML pages**
  2. **unique PDFs/documents**

Answer: The District's external website contains approximately 2,500 unique HTML pages and approximately 2,500 unique PDFs/documents.

40. Question: **Are there any third-party hosted pages that must be included in scanning (e.g., embedded apps, dashboards, forms, payment portals)?**

Answer: No. The primary focus is the District's external website.

41. Question: **Are there staging/dev environments that must be scanned in addition to production? If so, how many pages are across those environments?**

Answer: No. There are no staging/dev environments to scan.

42. Question: **Do you currently use any governance/workflow tools (ServiceNow, Jira, Azure DevOps, etc.) that you want integrated into issue remediation workflows?**

Answer: No.

43. Question: **Please identify whether any public-facing sites include password-protected areas that are in scope.**
If yes, will the District provide credentials and allow for scanning of authenticated pages?

Answer: Yes, certain public-facing sites within the scope include password-protected areas. The District will provide the necessary credentials to the awarded Respondent to enable scanning of these authenticated pages.

44. Question: **Confirm the contract term is a base 3 years paid annually + (2) option-year extensions?**

  Answer: Please refer to section 2.2 <u>TERM OF CONTRACT.</u>

45. Question: **There is mention of internal scanning, how many pages and documents are in the internal site?**

  Answer: The District's internal website contains approximately 2,000 HTML pages and approximately 500 unique PDFs/documents.

46. Question: **Regarding Inventory and reporting of all site content (e.g., pages, assets, documents) - What other assets do you have internally?**

  Answer: Internal assets may include embedded documents, images, videos, and other multimedia content.

47. Question: **What specific roles within the District will require training (e.g., IT team, content editors, accessibility teams)?**

  Answer: Please see Clarification 1 of this addendum.

48. Question: **What kind of post-launch support would you require (e.g., monthly check-ins, quarterly audits)?**

  Answer: Please see Clarification 2 of this addendum.

49. Question: **What is the District's desired 'Go-Live' date for the fully implemented solution, and is there a grace period for the onboarding and training phase?**

  Answer: Please see Clarification 4 of this addendum. No grace period has been specified for the onboarding and training phase.

50. Question: **Please confirm whether "5,000 scans per week" refers to: 5,000 unique pages total, or 5,000-page scans including repeat scans of the same pages weekly.**

  Answer: Please see Clarifications 3, 5, 6, and 8 of this addendum.

III. <u>ATTACHMENTS</u>

Not applicable to this Addendum.

Chamanda Burris
Procurement Supervisor
cc Project Manager

ACKNOWLEDGEMENT OF ADDENDUM #1

BY _____
                                          DATE

_____
                  (TYPE/PRINT NAME AND TITLE)

_____
                          COMPANY NAME