

Questions and Answers for IVCC Website Accessibility Mandate RFP2026-P01 - #1

1. Scope of Work and Digital Properties

- What is the approximate number of pages, templates, or unique content items across each listed digital property (e.g., main site, athletics site, LMS)? This will help estimate audit and remediation effort.

Public-Facing Websites: (numbers are approximate)

- ~11,200 content items - Main Institution Site: <https://www.ivcc.edu/>
- ~50 content items - Athletics Department: <https://www.ivcceagles.com/landing/index>
- ~100 content items - College Bookstore: <https://ivcc.ecampus.com/>
- ~100 content items - Academic Catalog: <https://ivcc.smartcatalogiq.com/en/>
- ~100 content items - Continuing Education Catalog: <https://ivccce.augusoft.net/>
- ~50 content items - Library Resources: <https://libguides.ivcc.edu/library>
- ~5 content items - Admissions Portal: <https://admissions.ivcc.edu/apply/>
- ~15,000 content items - Student Publications: <https://rivercurrentsvivcc.com/> and <https://ivleader.com/>
- ~50 content items - Student Portal: <https://you.ivcc.edu/>

Password-Protected Systems: (numbers are approximate)

- ~20 content items - Learning Management System (Brightspace): <https://www.ivcc.edu/brightspace/>
 - ~5 content items - Student Self-Service Portal: <https://www.ivcc.edu/selfservice/>
 - ~15 content items - Help Desk System: <https://ivcc.happyfox.com/>
 - ~3981 content items - Internal Intranet and Associated Services: <https://www.ivcc.edu/intranet/>
- Are there any third-party integrations, plugins, or embedded content (e.g., videos from YouTube, forms from external providers) that need to be included in the accessibility assessment? If so, do we have authority to remediate them directly or coordinate with vendors?
 - There are videos and forms that can be remediated through college staff.
 - What types of media and documents are prevalent (e.g., PDFs, videos, interactive forms, images)? Are there any specific accessibility challenges already identified, such as uncaptioned videos or untagged PDFs?
 - There are PDFs, videos, forms, images, and PHP content pages. PDFs and content pages are the greatest challenges.
 - For password-protected systems (e.g., Brightspace LMS, Student Self-Service Portal, Intranet), how will access be provided for auditing and testing? Will temporary credentials or escorted access be arranged?
 - Temporary access would be granted.
 - Does the scope include mobile apps or native applications associated with any of the listed properties, or is it limited to web-based interfaces?
 - It is limited to web-based interfaces.
 - Are there any subdomains or affiliated sites not listed in Section 3 that should be considered in scope?
 - No

2. Audit and Remediation Details

- What automated tools or manual testing methods does IVCC prefer or already use for accessibility audits (e.g., WAVE, Axe, screen reader testing with JAWS/NVDA)?
 - We currently use the CMS built-in accessibility checker and manual testing based on user knowledge.
- How should we prioritize issues beyond severity and user impact (e.g., by department, user group, or frequency of access)?
 - Severity and user impact is the main priority.
- Will IVCC provide access to source code, CMS (e.g., if using WordPress, Drupal), or development environments for remediation implementation?
 - We will allow access to CMS.
- Are there any existing accessibility policies, audits, or remediation efforts completed to date that we can review to avoid duplication?
 - Website Writing Style Guide - https://www.ivcc.edu/wsgap/website_writing_style_guide.php
 - Website Guidelines and Procedures - <https://www.ivcc.edu/wsgap/>
- For remediation, does IVCC expect the vendor to perform hands-on code changes, or provide guidance for internal teams to implement?
 - We would like pricing for both options.

3. Timeline and Project Management

- The RFP specifies services to begin October 23, 2025, and complete by May 1, 2026, with compliance by April 24, 2026. Are there any internal milestones or phased deliverables (e.g., audit completion by a certain date) that must be met?
 - No
- What is the expected availability of IVCC staff (e.g., Marketing, Communications, IT) for collaboration during audits, remediation, and training sessions?
 - Staff will be available for dates and times the college is open as this is a college priority.
- For software demos scheduled September 22-24, 2025, what specific aspects should be demonstrated (e.g., audit tools, remediation examples, training modules)?
 - All of these aspects (audit tools, remediation examples, and training modules) would be helpful to see.
- Are there any potential disruptions or blackout periods (e.g., academic calendar events) that could affect project timelines?
 - <https://ivcc.smartcatalogiq.com/-/media/institution/illinois-valley-community-college/pdfs/academic-calendar-and-important-dates-pdfs/academic-calendar-fa25-sp26-su26.pdf>

4. Training and Knowledge Transfer

- Approximately how many staff members need training, and from which departments (e.g., IT, content creators, administrators)?
 - 10 staff members that are content creators.
- What is the preferred format for training (e.g., in-person at IVCC campus, virtual via Zoom, recorded sessions, or a hybrid approach)?
 - Virtual sessions where recordings can be maintained.
- Should training include hands-on workshops, certification preparation (e.g., for CPACC), or focus solely on practical WCAG application?
 - Hands-on workshops focused solely on practical WCAG application.
- How does IVCC envision ongoing knowledge transfer, such as follow-up sessions or resources for new staff?
 - New staff would be trained through previous workshop recordings.

5. Ongoing Support and Monitoring

- What level of post-implementation support is anticipated (e.g., monthly scans, quarterly consultations, or on-demand assistance)? The RFP mentions this as optional—can you clarify expected duration and frequency?
 - On-going monthly scans should suffice.
- Does IVCC have preferred monitoring tools or systems for continuous compliance (e.g., automated scanners integrated with CMS)?
 - Automated scanners integrated with CMS or browser plug-ins.
- How will success and ongoing compliance be measured (e.g., periodic VPAT reports, user testing metrics)?
 - Continuous monitoring of web content.

6. Budget, Evaluation, and Proposal Details

- Is there a budget range or allocation for this project that can be shared to ensure proposals align with expectations?
 - We are looking for comprehensive budgets/proposals so we can determine the best way to move forward with this initiative.
- The evaluation criteria allocate 15% to "Cost and value proposition." Are there specific cost structures preferred (e.g., fixed-price, time-and-materials, phased payments)?
 - Phased payments would most likely be preferred, but you can list a fixed price as well.
- For the required sample deliverables (e.g., Accessibility Scan Report), should these be anonymized examples from past projects, or tailored to IVCC's sites?
 - The vendor can choose either one.
- Are there any preferences for the proposed agreement terms, such as payment schedules or liability clauses?
 - It will need to be completed by 4/24/26 – we can make a payment schedule and pay as portions of project are completed and terms will be Net 30.

7. General and Compliance

- Has IVCC received any prior complaints, audits, or legal notices related to website accessibility that could inform our approach?
 - No
- Are there any specific state or institutional requirements beyond WCAG 2.1 AA and ADA Title II (e.g., alignment with Illinois IT Accessibility Act)?
 - No
- For the Business Enterprise for Minorities, Females, and Persons with Disabilities Act compliance, what are the aspirational goals or reporting expectations for this RFP?
 - There currently are none.

8. General Question:

- Is subcontracting allowed for this opportunity? If yes, may we utilize the experience and references of our subcontractors as part of our own qualifications and references?
 - No
- Are we permitted to utilize offshore resources or a team based in India for this project?
 - No
- Can we include our experience from commercial segment projects in our proposal?
 - Yes, but a proven track record with educational institutions is required.
- Are there any specific requirements for the proposal document, such as page limits, font size, font style, or margins?
 - No
- Do we have to include the forms (such as the Certification Form, W-9 Form, and Proposal Signature Page) in our technical proposal or share them as separate documents?
 - No, they can be separate.

9. General Question:

- For the Password-Protected Systems: does IVCC own these Password-Protected Systems, or are they third party?
 - Some are owned and some are third-party.

10. General Question:

- If IVCC owns the Password-Protected Systems, can you please supply a test account username and password so that we may scope and price accordingly?
Below are estimated numbers of content items for each website link

Password-Protected Systems: (numbers are approximate)

- ~20 content items - Learning Management System (Brightspace):
<https://www.ivcc.edu/brightspace/>
- ~5 content items - Student Self-Service Portal: <https://www.ivcc.edu/selfservice/>
- ~15 content items - Help Desk System: <https://ivcc.happyfox.com/>
- ~3,981 content items - Internal Intranet and Associated Services:
<https://www.ivcc.edu/intranet/>

11. General Question:

- I have reviewed RFP2026-P01 issued by IVCC for Website Accessibility Mandate and have the following preliminary question regarding the scope of work: Is IVCC looking for remediation support (i.e., IVCC will perform remediation based on the vendor's testing and detailed reports), or is IVCC seeking the vendor to also perform remediation on the digital properties?
 - We are looking for budget estimates on both options – the cost of IVCC performing the remediation and the option of having the vendor also perform remediation on the digital properties.