

Questions and Answers for IVCC Website Accessibility Mandate RFP2026-P01 - #7

1. Will IVCC provide access credentials for password-protected systems during the audit phase?
 - Yes.
2. Are there any third-party platforms or integrations that require special handling or coordination?
 - No.
3. Is there a preferred format or template for documenting audit findings and technical specifications?
 - No.
4. Can IVCC provide an approximate count of web pages, documents, and templates across the listed digital properties?

Public-Facing Websites:

- ~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://rivercurrentsivcc.com/> and <https://ivleader.com/>
- ~50 content items - Student Portal: <https://you.ivcc.edu/>

Password-Protected Systems:

- ~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/>

5. For Brightspace (LMS), should the audit extend into course-level content created by faculty, or only the core platform structure?
 - Core platform structure only.
6. For student portals and intranet: is the expectation full content review, or just representative templates/screens?
 - Full content review.
7. Will IVCC's internal IT or development team be involved in implementing remediation recommendations?
 - Yes.

8. Are there any blackout periods or operational constraints we should be aware of when scheduling remediation work?
 - There are various dates that the college will be closed.
<https://ivcc.smartcatalogiq.com/-/media/institution/illinois-valley-community-college/pdfs/academic-calendar-and-important-dates-pdfs/academic-calendar-fa25-sp26-su26.pdf>
9. Is there a staging environment available for testing accessibility fixes before deployment?
 - No.
10. Should vendors include hands-on code/content remediation in scope, or is the expectation that IVCC staff will implement changes based on recommendations?
 - Should include hands-on code/content remediation.
11. If hands-on remediation is required, will IVCC grant direct access to CMS and source code, or must changes go through the IT team?
 - Direct access will be granted.
12. Does IVCC expect accessibility fixes for third-party vendor platforms (SmartCatalog, Augusoft, HappyFox), or just documentation of non-compliance?
 - Documentation for non-compliance.
13. What is the expected duration and format of training sessions (e.g., live workshops, recorded modules)?
 - No more than one-hour sessions.
14. Who are the target audiences for training—content creators, developers, IT staff, or all?
 - Content creators and one developer.
15. How many staff members are expected to participate in training?
 - 10.
16. Should training be one-time at project close, or phased throughout the engagement?
 - Phased throughout the engagement.
17. Would IVCC like ongoing coaching/office hours in addition to formal training sessions?
 - Yes.
18. What is the expected duration of post-implementation support?
 - One year.
19. Will support include periodic re-audits or just ad hoc consultation?
 - Periodic re-audits.
20. Are there specific SLAs or response times IVCC expects for support requests?
 - One to two business days.
21. Does IVCC envision a recurring monitoring subscription beyond May 2026, or only limited support tied to the project?
 - Limited support.
22. How frequently might IVCC want monitoring reports (e.g., monthly scans, quarterly reviews)?
 - Quarterly.

23. Does IVCC require a dedicated project manager on-site or will remote management suffice?
- Remote management.
24. What are the College's expectations for status reporting (frequency, format, audience)?
- Frequency: weekly
 - Format: email
 - Audience: Marketing director and web developer
25. Is there a budget range or ceiling the College can share so we can scope accordingly?
- We are looking for comprehensive budgets/proposals so we can determine the best way to move forward with this initiative, but phased/multi-year budget approaches are appreciated.
26. Will cost proposals be evaluated based on total fixed price, hourly rate, or a hybrid approach?
- Total fixed price.
27. Are students or end users with disabilities expected to participate in user testing, or should the vendor provide testers?
- Vendor should provide testers.
28. Does IVCC have a preferred mix of automated and manual testing tools?
- No.
29. Are mobile apps or mobile web experiences explicitly in scope?
- Not mobile apps but mobile web experiences.