



**Request for Information #31701-03579  
 Amendment 1  
 FOR VENDOR ASSISTANCE FOR AMERICAN  
 DISABILITIES ACT (ADA) STATE COMPLIANCE**

**DATE: November 8, 2024**

**REQUEST# 31701-03579 IS AMENDED AS FOLLOWS:**

- This RFI Schedule of Events updates and confirms scheduled dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued		10/18/2024
2.	Vendor Written Questions and Comments Deadline	2:00 p.m. Central	10/29/2024
3.	State Response to Written Questions and Comments		11/8/2024
4.	RFI Response Deadline	2:00 p.m. Central	11/22/2024

- State responses to questions and comments in the table below amend and clarify this RFI.**

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

#	Page #	SOW Section	Vendor Questions	State Response

1		<b>General</b>	If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?	The State has submitted this RFI to obtain estimated timelines as requested in Section 8. Informational Forms: Technical Information Form, question 4, to assist us in developing a future procurement strategy. Thus, a procurement strategy or timeline has not yet been established. Remediation is required by April 24, 2026.
2		<b>General</b>	What is the anticipated contract value?	The State has submitted this RFI to obtain estimated costs. We are looking for the vendor to provide an estimate of the cost as requested in Section 8. Informational Forms: Cost Informational Form.
3	1	<b>Section 1: Statement of Purpose</b>	Are you strictly looking for us to do the remediation work of web and mobile apps?  Are you open to remediation guidance?	The ideal vendor would provide both remediation and assessment, however we know that many do not offer a total package. Section 1. Statement of Purpose states "experienced service providers who will be able to provide products and services;" we are expecting a response that outlines the services the vendor does provide and the cost for those services.
4	1	<b>Section 2: Background</b>	The RFI states that each agency will provide a list of their application by 10/31. To give a full estimate, we will need a list of digital properties. If any of the websites or applications have a log-in experience, we will need temporary credentials to provide a scope.  Please confirm that the list will be provided and that the sites are either public or a login will be provided for any authenticated applications/websites.	Information to support the successful remediation of applications, websites and/or assets will be provided.
5		<b>General</b>	If we want to submit questions/comments to the RFI by the 10/29 deadline, I'm curious if the questions/comments we submit to you will be shared with the other participants in the RFI?	Yes, all questions will be shared with all vendors.
6		<b>General</b>	Does a vendor need to be registered with the State of Tennessee in order to submit a response to a RFI?	No.

7	1	<b>Section 1: Statement of Purpose</b>	Can you provide a breakdown of the types of digital content that needs to be made accessible (e.g., % of PDFs, web forms, multimedia content)?	Our numbers at this stage indicate that PDFs are the overwhelming asset with these totaling approximately 85% of the overall digital content.  Other preliminary counts include: 481 Web Applications 4 Mobile Applications 10,028 Formstack Forms 300,031 Adobe Experience Manager (AEM) <u><a href="#">Various File Extension Attachment Assets</a></u> <b>Totaling 79,245 Application Assets</b>
8	1	<b>Section 1: Statement of Purpose</b>	Are there specific priority levels assigned to different types of digital content?	Priority will be placed on that digital media accessible by the citizens of Tennessee followed by internal facing assets.
9	1	<b>Section 2: Background</b>	Of the 1.7M adults with disabilities in Tennessee, do you have data on the types of disabilities that most commonly interact with state services?	You can access disability & Health profile data for TN at: <u><a href="#">Disability &amp; Health U.S. State Profile Data: Tennessee   CDC</a></u>
10	1	<b>Section 2: Background</b>	For the 23 agencies supported by STS, are there any shared services or platforms across agencies?	Yes.
11	1	<b>Section 2: Background</b>	Is there a preliminary count from the ongoing inventory process of applications that will be in scope?	As of the current inventory, the number of applications, both transactional and non-transactional and both vendor-hosted and in-house, is high four hundreds. See question 7 for preliminary counts.
12	1	<b>Section 2: Background</b>	Are there any agencies that have already completed accessibility remediation efforts?	Yes.
13	2	<b>Section 3: Definitions</b>	For Web Applications, what is the breakdown between Power Platform, ServiceNow, and agency-specific sites?	Power Platform and ServiceNow applications are a smaller percentage of the overall application counts. See question 7 for preliminary counts.
14	2	<b>Section 3: Definitions</b>	Regarding Mobile Applications, besides MyTN, how many other mobile applications are in scope?	See question 7.
15	2	<b>Section 3: Definitions</b>	For Websites, what is the current CMS platform distribution across agencies?	Adobe Experience Manager (AEM) is the predominant tech stack for non-transactional sites.
16	2	<b>Section 4: Scope of Services</b>	What is the current tech stack used for web applications across agencies?	See question 15.
17	2	<b>Section 4: Scope of Services</b>	What frameworks are used for mobile application development?	Flutter and some older mobile apps are built on Ionic.

18	2	<b>Section 4: Scope of Services</b>	Is there an existing inventory of site assets that need remediation?	Each agency is currently performing an inventory and preliminary counts can be found in the State response to question 7.
19	2	<b>Section 4: Scope of Services</b>	Are there any applications that have already undergone partial WCAG discovery and/or remediation?	Yes.
20	3	<b>Section 7: General Information</b>	Beyond the US-based resource requirement, are there any other security clearance requirements for vendor staff?	There may be a requirement for background checks depending on the nature of the work to be performed.
21	3	<b>Section 7: General Information</b>	What is the current development and deployment process for applications?	It varies across agencies; however, all agencies develop in a Development environment isolated to internal access only and UAT test in a UAT environment, which may or may not be external facing depending on the requirement of the application.
22	3	<b>Section 7: General Information</b>	Are there specific change management procedures that need to be followed?	Prior to a move to production, a review of the application and its components is made by the State's Change Advisory Board (CAB).
23	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 3</b>	Have any pilot programs or preliminary accessibility assessments been conducted?	A Pilot is currently underway in the Health and Human Services domain.
24	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 4</b>	What testing environments are available for different platforms?	All in-house applications, both transactional and non-transactional, have a minimum of three environments: Development, Test/UAT, and Production. In some instances, the Test and UAT environments are separated.
25	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 5</b>	Is there a preferred project management methodology for multi-year plans?	We are looking for the vendor to respond to Section 8. Informational Forms: Technical Informational Form, questions 4 and 7.

26	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 6</b>	Are there any state resources available to support the vendor team?	Yes.
27	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 8</b>	What is the current document management system and workflow?	Management of documents depends on the requirements of the application and the direction provided by the respective agency.
28	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 8</b>	Are there existing OCR capabilities in place?	No, currently there are no OCR capabilities in place except for what is built into Acrobat.
29	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 9</b>	Are there any restrictions on testing tools that can be implemented?	All tools utilized must be vetted by the State's CISO team prior to implementation.
30	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 9</b>	What is the current UAT process and team structure?	It varies based on application requirements, however, all applications are tested and approved before moving into production. The team structure generally consists of developers, business analysts/testing analysts, and agency business staff.
31	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 14</b>	What monitoring tools are currently in place across agencies?	Other than the tool used to monitor the Adobe Experience Manager (AEM) environment, there is no specific information regarding monitoring at this time.

32	5	<b>Section 8: Informational Forms, Technical Informational Form, Question 17</b>	What versions of SharePoint are currently in use?	SharePoint Online.
33	5	<b>Section 8: Informational Forms, Technical Informational Form, Question 17</b>	How many Power BI dashboards need to be remediated?	We have 2,482 reports and dashboards on our Power BI server. Additional dashboards in several stages of developments would only be known by data owners.
34	5	<b>Section 8: Informational Forms, Technical Informational Form, Question 17</b>	Are there custom SharePoint web parts in use?	Yes.
35	5	<b>Section 8: Informational Forms, Technical Informational Form, Question 18</b>	What is the preferred training delivery method (virtual, in-person, hybrid)?	Virtual and hybrid are preferred.
36	5	<b>Section 8: Informational Forms, Technical Informational Form, Question 18</b>	Is there an existing training platform or LMS?	Yes.
37		<b>General - Infrastructure and Security</b>	What are the current CI/CD pipelines and processes?	There is not a standard process in place at this time, but the use of CI/CD pipelines is limited.
38		<b>General - Infrastructure and Security</b>	Are there specific security requirements for testing tools?	See question 29.

39		<b>General - Infrastructure and Security</b>	What source control systems are in use?	It varies across agencies; however, the predominant source control system is GitHub.
40		<b>General - Infrastructure and Security</b>	Are there restrictions on cloud-based tools?	Refer to Section 7. General Information: 7.4. of the RFI and question 29 of this document.
41		<b>General - Governance and Process</b>	Who are the key stakeholders for accessibility decisions?	The Chief Information Security Officer, the Chief Information Officer, the Deputy Chief Information Officer, and the Chief Technology Officer are the key stakeholders.
42		<b>General - Governance and Process</b>	How are exceptions to accessibility requirements currently documented?	We are seeking recommendations through this RFI.
43		<b>General - Governance and Process</b>	What is the current process for implementing changes across agencies?	See question 22.
44		<b>General - Support and Maintenance</b>	What are the expected support hours and coverage requirements?	Hours will be Monday - Friday (business days only, not including business or federal holidays) during normal business hours, 8am - 5pm CT.
45		<b>General - Support and Maintenance</b>	How should different severity levels of accessibility issues be handled?	We are seeking recommendations through this RFI.
46		<b>General - Support and Maintenance</b>	What are the SLA requirements for issue resolution?	We have not defined SLA requirements at this time but would expect to do so as the process definition matures.
47		<b>General - Support and Maintenance</b>	How should ongoing monitoring be handled post-remediation?	We are seeking recommendations through this RFI.
48		<b>General - Success Criteria</b>	How will success be measured beyond WCAG compliance?	We have not defined metrics at this time but would expect to do so as the process definition matures.
49		<b>General - Success Criteria</b>	What specific metrics need to be tracked?	See question 48.
50		<b>General - Success Criteria</b>	What is the acceptance process for remediated content?	We are seeking recommendations through this RFI.
51		<b>General - Success Criteria</b>	Who signs off on accessibility compliance?	This will vary based on the organization performing the remediation.
52		<b>General</b>	When the State returns answers, we will get the Q&As submitted by all respondents or just answers to our questions?	See question 5.

53	1	<b>Section 2: Background</b>	Can you provide a detailed inventory of the digital content in scope for this effort?	See question 7.
54	3	<b>Section 7: General Information</b>	Are there any location restrictions/requirements with regard to where this work is performed?	Refer to Section 7. General Information: 7.4. of the RFI.
55		<b>General</b>	Is budget secured for completion of this work? If so, what constraints should we keep in mind when crafting our proposal?	See question 2.
56		<b>General - Governance and Process</b>	What role will the State play in this effort?  Will the vendor be partnering with resources/teams to complete this work or will this be a completely outsourced project?	It would depend on the proposed approach provided. At minimum, for those applications supported in-house, State resources will be available to either assist in or perform documented remediation. We are seeking recommendations for this through this RFI.
57	1	<b>Section 2: Background</b>	Has a comprehensive inventory effort been completed? If so, can you share so that we have a better view of volume.	See question 7.
58	1	<b>Section 2: Background</b>	Has an audit been completed to determine scope?	See question 7.
59	1	<b>Section 2: Background</b>	Has any remediation plan been crafted or will the selected partner need to include that as part of the solution?	We are seeking recommendations through this RFI.
60	1 thru 2	<b>Section 2: Background</b>	Are there any particular platforms or technologies currently in use that we need to be aware of?	No.
61	1 thru 2	<b>Section 2: Background</b>	What technologies are currently utilized by the applications and sites that fall in the scope of this work?	It varies across agencies; however, the predominant environments are Windows and Linux-based for web-platform applications.
62		<b>General - Success Criteria</b>	How will compliance be measured and verified?	We are seeking recommendations through this RFI.
63		<b>General - Support and Maintenance</b>	What kind of ongoing support and maintenance will be required?	We are seeking recommendations through this RFI.



64	1	<b>Section 2: Background</b>	<p>When the State is complete with the inventory of applications, can the following be shared with vendors:</p> <ul style="list-style-type: none"> <li>- 1. How many applications will need to be tested/remediated for the State of TN?</li> <li>- 2. Does the State prioritize these applications in any way; Tier 1, Tier 2, etc.?</li> <li>- 3. Does the State have a rough ballpark on the number of screens per application?</li> </ul>	<ul style="list-style-type: none"> <li>1. See question 7.</li> <li>2. Yes.</li> <li>3. No.</li> </ul>
65	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 9</b>	Does the State require or prefer any specific testing tools?	We are seeking recommendations through this RFI.
66		<b>General - Governance and Process</b>	Will State resources participate in the testing and/or development remediation activities?	See question 56.
67		<b>General - Support and Maintenance</b>	Does the State have an issue tracking solution that serves as the backlog input for application releases?	Yes.
68		<b>General - Support and Maintenance</b>	How can the State provide access to screens behind a login for testing?	Login accounts will be established for testing purposes.
69		<b>General - Infrastructure and Security</b>	Will any PII or PHI be exposed to vendors during testing and remediation?	It is a possibility.
70	1 thru 2	<b>Section 2: Background</b>	<p>Are all sites publicly available to access for testing, or will vendors need secure access into State technical environments?</p> <p>How has the State provided secure access previously?</p>	No. The vendor will receive Active Directory accounts and VPN access.
71		<b>General</b>	Is there a projected timeline for a full RFP or ITB to be released?	See question 1.

72		<b>General - Infrastructure and Security</b>	Are there specific challenges or aspects of implementation that you're most interested in, such as technical integration, user adoption, or accessibility audit results?	We are seeking recommendations through this RFI.
73		<b>General - Infrastructure and Security</b>	Will manual accessibility testing as a service be something that can be considered by the State for the scope of this RFI?	Yes.
74	1 thru 2	<b>Section 2: Background</b>	Is this RFI only covering specific state-owned websites?  What about websites from your partners, or websites you may not host but are still attached to?	Refer to Section 2. Background: this RFI only covers applications and assets managed by the State.
75	1	<b>Section 2: Background</b>	Can you provide the specific URLs for the statement of work?	That information will be made available should a statement of work (SOW) be developed from any future procurement strategy related to this RFI.
76	1	<b>Section 2: Background</b>	Can you provide an estimated page count for html web-based pages?	Not at this time.
77	1	<b>Section 2: Background</b>	Can you provide an estimate of total yearly page views for the URL's related to statement of work?	Not at this time.
78		<b>General</b>	In terms of discounting, can you do a multi-year contract, paid annually to receive a discount from us?	The State would negotiate contract terms should a future procurement strategy be developed from this RFI.
79		<b>General - Governance and Process</b>	How important is developing and enabling your staff to this project?  For example, have you considered online educational training?	We are seeking recommendations through this RFI.
80		<b>General - Infrastructure and Security</b>	According to Forrester, maturing accessible programs at state government need to consider web analytics as an asset to their digital strategy, in order to quantify their efforts and drive forward data-driven decisions. Is our web accessibility analytics something to be considered as part of this RFI?	We are seeking recommendations through this RFI.
81		<b>General</b>	Is this RFI looking to replace the existing contract we already have with the State of TN, or add to the existing contract?	This RFI is designed to provide insight into remediation services the State will need to be compliant.

82		<b>General - Proof of Concept</b>	<p>Regarding a Proof of Concept: If you can agree to the following, we will offer a proof of concept:</p> <ul style="list-style-type: none"> <li>- We align together on the timeframe, the use of access, and the cadence of meetings to produce a successful proof of concept.</li> <li>- Together, we define important performance metrics, or what will define, a successful proof of concept.</li> </ul>	The State cannot agree to the parameters of a proof of concept without getting specific information about the proof of concept.
83	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 4</b>	<p>For Technical Proposal – question #4, what does "multiple platforms" refer to?</p> <p>Does that refer to the type of application like Web, Mobile, etc.?</p> <p>Or to specific software platforms/ecosystems like Pega, Salesforce, etc.?</p>	Refer to Section 2: Background; "There are a total of 23 agencies supported by STS. Each of these agencies are in the process of performing an inventory of the applications that will fall within the scope of the ADA Program. This inventory process is scheduled to be completed by October 31, 2024."
84	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 6</b>	For Technical Proposal question #6, can the state provide additional details regarding the scope of the digital properties that would need to be assessed - i.e., how many applications there are, what types of applications they are (web, mobile, etc.), approximately how many screens there are, and whether they also contain any electronic/downloadable documents?	See question 7.
85	1	<b>Section 1: Statement of Purpose</b>	Is the State interested in vendor provided remediation efforts and estimates or is the intent for the vendor to advise the state and/or site vendors of identified defects and recommend remediations?	See question 3.
86		<b>General</b>	Would the State be interested in partnered responses with a combination of a testing vendor with a vendor who focuses more on the remediation efforts?	Yes.

87	1	<b>Section 2: Background</b>	Are we correct to assume that we will receive the results of the cross-agency application inventory shortly after Oct 31st so that we can factor that information into the proposal?	See question 7.
88	1	<b>Section 2: Background</b>	For estimate purposes, can we understand a bit better the following items (if this will be provided after Oct 31st, please disregard): - Amount of Web Applications - Amount of Mobile Applications and their complexity (user flow or a similar to a SiteMap can be used as reference) - Complexity of "site assets" (3-min videos, gamification, animation)	See question 7.
89	1	<b>Section 2: Background, General - Infrastructure and Security</b>	How will the State prioritize accessibility initiatives across its 23 agencies?  Are there specific agencies, programs, or services where compliance is critical and will be prioritized over others?	All applications and assets that are citizen facing will take a priority, followed by internal facing assets.
90		<b>General</b>	When it comes to Media Alternatives, such as videos and/or animations, should we factor in our estimates the creation of transcripts, captions and audio descriptions?	Yes.
91		<b>General - Success Criteria</b>	Usability testing can be an effective source for data input and usability improvement, can we factor that into the estimate?	Yes.
92		<b>General</b>	Are there additional benchmarks, such as AAA for specific applications?  Will sign language be a requirement for legacy media remediation?	Refer to Section 1. Statement of Purpose of the RFI.  Sign language will not be required for legacy media.
93	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 9</b>	Would the State or its agencies benefit from an in-depth training program on accessibility tools and standards?	We are seeking recommendations through this RFI.

94	3	<b>Section 7: General Information, General - Infrastructure and Security</b>	<p>Does the State require remediation work (following a technical audit for WCAG conformance) to be completed by on-shore staff?</p> <p>Are there any other security measures that the vendor should consider?</p>	Refer to Section 7. General Information: 7.4. of the RFI.
95		<b>General - Infrastructure and Security</b>	<p>Are there specific usability challenges (e.g., complex graphics, real-time data) that are expected to require significant rework in order to become conformant with WCAG AA?</p>	That is a possibility.
96		<b>General - Infrastructure and Security</b>	<p>What languages and technology platforms have been used to implement the known programs and services?</p> <ul style="list-style-type: none"> <li>- Web Applications</li> <li>- Mobile Applications (Native or cross-platform such as Flutter)</li> </ul>	See questions 17 and 61.
97		<b>General - Infrastructure and Security, General - Success Criteria</b>	<p>Are there specific 3rd party integrations, APIs, and data sources that are essential to the functionality of known programs and services?</p> <p>What is the expectation for upstream compliance?</p>	<p>This is a possibility.</p> <p>Compliance is expected to meet the requirements as outlined in WCAG 2.1AA.</p>
98		<b>General - Infrastructure and Security</b>	<p>If any UI (User Interface) changes are needed to conform with WCAG, will the State Agency provide any additional material required to meet the agency's requirements?</p> <p>Would there be other considerations when it comes to design, such as an existing component library or design system?</p>	State agencies would provide proprietary materials as necessary to meet WCAG compliance.
99	4	<b>Section 8: Informational Forms, Technical Informational Form, Question 9</b>	<p>Are there any existing testing tools, platforms, or methodologies which are preferred/required as part of the remediation process, or are we free to make recommendations?</p>	We are seeking recommendations through this RFI.

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.