

Accessibility Support Services Evaluation Criteria

Below is a printable table of evaluation criteria to take to vendor presentations and management meetings. Use it to compare vendors as well as in-house services to audit an agency's website for accessibility.

| Evaluation Criteria | | Vendor #1 | Vendor #2 | In House |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------|-----------|----------|
| | Name of vendor or internal department | Access2online | | |
| | Your criteria #1: | | | |
| | Your criteria #2: | | | |
| Experience | At least 2 years of experience auditing websites to regulations similar to AB - 434 standards? | ✓ | | |
| | Experience auditing the websites of a major government agency for accessibility? | ✓ | | |
| | Number of experienced accessibility analysts? | 11 | | |
| | Part of an agency's response committee to a judicial complaint? | ✓ | | |
| | Experienced with WCAG 2.0 and WCAG 2.1? | ✓ | | |
| | Are references available? | ✓ | | |
| Capabilities | Trusted Testers certified by the Office of Accessible Systems and Technology? | ✓ | | |
| | Web Accessibility Specialist certified by the International Association of Accessibility Professionals? | ✓ | | |
| | Works with web redesign team to make in-process mockups accessible? | ✓ | | |
| | Experienced selecting pages to audit per WCAG-EM methodology? | ✓ | | |
| | Remediates documents such as PDF, MS Word, Powerpoint? | ✓ | | |
| | Remediates audio, video, multimedia, and maps? | ✓ | | |
| | Complies to AB - 434 | ✓ | | |
| | Complies to California's Unruh Act | ✓ | | |
| | Complies to Title II of the ADA? | ✓ | | |
| | Complies to Section 508 of the Rehabilitation Act? | ✓ | | |
| | Structured, objective, written test procedures available to be evaluated by your IT staff? | ✓ | | |
| | Work samples available? | ✓ | | |
| | Capabilities interviews available? | ✓ | | |
| | Automation software empowers human analysts? | ✓ | | |
| Services integrate with Monsido, Dinolytics, SiteImprove, etc.? | ✓ | | | |
| Audit the private-sector widgets and applications linked or integrated into agency website? | ✓ | | | |
| Support | Besides listing violations, provides remediation suggestions matched to web designers workflow? | ✓ | | |
| | Unlimited debriefings, violation explanations, and remediation guidance? | ✓ | | |
| | Help develop a Remediation Plan with your staff? | ✓ | | |
| | Provides staff training materials to insure continued accessibility? | ✓ | | |
| | On site training | | | |
| | Provides an accessibility seal of compliance and a Letter of Reasonable Accessibility | ✓ | | |
| | Available to support staff's accessibility support requests? | ✓ | | |
| | Real-time accessibility support available for your disabled visitors? | ✓ | | |
| Cost | CMAS certified vendor? | # 3-19-70-3636A | | |
| | Certified Small Business? | # 2000352 | | |
| | Published hourly rate? | \$49 | | |
| | Enter here their fixed-price proposal price option | \$ | | |
| | Enter here their fixed-price delivery time | weeks | | |