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	Number of years of experience remediating to AB-434?	2		
	Number of California agencies that have contracted vendor regarding AB-434?	8		
	Number of experienced accessibility analysts?	21		
	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 federal Office of Accessible Systems and Technology?	6		
	Web Accessibility Specialist certified by the International Association of Accessibility Professionals?	✔		
	Accessible Document Specialists certified by the International Association of Accessibility?	✔		
	Experienced selecting pages to audit per WCAG-EM methodology?	✔		
	Remediates documents such as PDF, MS Word, PowerPoint, InDesign, Excel, ePUB?	✔		
	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, VPATs 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	Cloud-based task order management with staff as users?	✔		
	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 and virtual training?	✔		
	Provides an accessibility seal of compliance and a Letter of Reasonable Accessibility	✔		
	WordPress plugin supporting staff production of accessible web pages?	✔		
	Real-time accessibility support available for your disabled visitors?	✔		
	Percent of work done in USA?	100%		
	Unconditional, perpetual accessibility warranty?	✔		
Cost	CMAS certified vendor?	# 3-19-70-3636A		
	Published hourly rate?	$49		
	Enter here their fixed-price proposal price option	$		
	Enter here their fixed-price delivery time	weeks		