

Attachment A

**Statement of Work (SOW)
(STC 8116A - Accessibility Services)**

Agency and/or Division:

Accessibility Service Name:

Issue Date:

Deadline for Questions:

Due Date for SOW Response:

Contact Person:

Subject to and governed by the terms and conditions in **41-2026 02LB**.

Upon issuance of this SOW, employees and representatives of the agency other than the point of contact identified in this section will not discuss the digital content (web pages, documents, multimedia)s of this SOW with any Vendor, potential Vendor, or their representatives. Failure of a Vendor and any of its representatives to observe this restriction may result in disqualification of any related response. This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

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1.0 Procurement Schedule of Events

1.1 Procurement Schedule of Events - Agency

Date	Activity
Month Date, Year	Distribute SOW to prospective Vendors
Month Date, Year 2:00 PM, Eastern Time	Deadline for submitting questions
Month Date, Year	CSS response to questions
Month Date, Year 2:00 PM, Eastern Time	Deadline for submitting responses to SOW
Month Date, Year	Anticipated award
Month Date, Year	Estimated project start date

1.2 Question and Answers - Vendor

Vendors shall submit all questions regarding this SOW by email to the contact person noted above. Questions regarding this SOW will be accepted by the date and time specified in the table above. Please insert "Questions Accessibility S-XXXXXX" as the subject for the email.

The questions should be submitted in the following format.

#	Page # / Section	Vendor Questions	State Responses
1			
2			
3			

By submission of an inquiry, Vendor acknowledges that the applicable inquiry and official answer may be shared with other Vendors.

1.3 Vendor Presentations - Vendor

At the Agency's discretion, Vendors may be required to present their proposal and respond to questions.

1.4 Delivery - Vendor

Vendor shall deliver one (1) signed, executed electronic copy including all pages of its offer via e-mail. The files should not be password-protected and should be capable of being copied to other media. If any information is confidential, please include a separate redacted version of the offer as a separate file in the e-mail. Please insert "Bid Proposal and Vendor name XXXXXX" as the subject for the email.

2.0 Scope

2.1 Categories – Vendor and Agency

Required	Categories
	A. Website and Digital Content Accessibility Audit and Remediation Services
	B. Multimedia Transcription, Captioning, and Description Services Audit and Remediation Services
	C. Accessibility Consulting Services
	D. Document Remediation Services (Non-Website and Digital Content)
	E. Document Remediation Software
	F. Accessibility Training Services

Accessibility Improvement Service Categories

A. Website and Digital Content Accessibility Audit and Remediation Services.

Vendor to describe how they will audit test the specified State external and internal layouts and content on including website pages, web applications, social media content, web forms, iframe and dashboards,

documents, links, images, and buttons to identify potential barriers for users with sensory, physical, cognitive, and other disabilities.

Vendor to describe how Audits will be based on the Specifications - [State of North Carolina Accessibility and Usability Standard](#). These standards are subject to change during the life of the contract and successful bidders will test using the most current standards posted at the time a Project Statement of Work ("SOW") is signed.

Services Specifications; Accessibility Audit Services. Deliverables will include but are not limited to the following:

1. Audit Plan.

- The Vendor to meet with the State to determine the specific items to be audited for compliance, such as structure and content.
- State will provide a detailed list of items for audit testing, screenshots, links to the items, website URLs, and required credentials and permissions to the websites.
- Based on the items to be audited the Vendor shall provide an Audit Plan. This plan will include such items as:
 - List of Accessibility Standards that will be used to determine compliance to ensure accurate audit testing findings, and to meet any other business or legal requirements that may have been determined.
 - Methodology that will be taken to perform the audit for each type of content or website structure to be tested, such as using automated testing tools, code inspection, assistive technology, and manual testing by individuals.
 - Schedule that aids in the timely review of each item to be audited by listing each audit item and the timeline for the audit process. This schedule will take into consideration the pre-determined priorities of the Department or Agency, such as a focus first on Internet websites (public websites) and content, and then Intranet websites (internal websites.) and content.
 - Provide anticipated level of Agency participation in the audit process.

2. Audit Testing Types.

The Vendor shall use the following Audit Testing Types when performing audit testing:

- Automated Scanning.
 - This is intended to identify accessibility-related problems on websites that can be found through the limitations of an automated scan. Recommendations for fixing these identified problems in the automated scan are only the first steps for eliminating website accessibility barriers. Further remediation needs will be identified using Manual Auditing and User Experience Testing.
- Manual Auditing.
 - This is intended to find the majority of website accessibility issues during manual Web Content Accessibility Guidelines (WCAG) 2.1 Level A & AA audits. Recommendations for fixing these identified problems in the manual audits are expected to result in an improved experience for users with a disability.
- User Experience Testing.
 - This is intended to have assistive technology users, that regularly utilize assistive technology, test, and verify that the modified websites create a usable and excellent digital website experience for people with disabilities.
 - Test using assistive technology, such as screen readers and screen magnification to test the functionality of the website and documents.
 - Provide information about the type of tests and results that are expected and acceptable. Provide information outlining suggested remediations to improve the experience of the various users.
 - Retest once the remediations have been incorporated to confirm the improved user experience.

3. Audit Findings Report – Initial Report.

Vendor to describe in their offer how they will provide a written report that identifies potential barriers for users with sensory, physical, cognitive, and other disabilities based on the applied Accessibility Standards during audit testing. The report is to be provided in electronic format; preferably a web-based view of results with the option to download reports.

- The report must include:
 - Specific elements that are not in compliance including written descriptions of issues, illustrative screenshots, and references to the State and WCAG Standards in violation.
 - Recommendations for remediation of items found to be non-compliant.
- Vendor to describe in their offer how they will provide a demonstration of the types of errors determined during the audit testing to enable State content owners to better understand the accessibility errors and the need for remediation.

4. Remediation Plan.

- Vendor to describe in their offer how they will provide a Remediation Plan to the State that addresses any accessibility deficiencies. The following elements should be a part of the Remediation Plan:
 - Outline of recommended remediation steps.
 - Estimated time to correct issues.
 - The level of acceptable accessibility standards the content will meet.
 - Anticipated level of Agency participation in the remediation of the determined errors.
 - Process for retesting of corrected content or websites to ensure full compliance with Accessibility Standards as noted in this RFP.
 - Other directly related activities.
- The Remediation Plan will take into consideration Agency priorities. State and Vendor will prioritize the accessibility defects and recommend resolutions to ensure the remediation of the most critical defects first.
- The Vendor to work with Agency content owners to correct errors.

5. Audit Retesting.

Vendor to describe in their offer how they will provide Remediation of the accessibility defects including those that require one or more cycles of re-testing after preliminary remediations have been implemented. Re-testing will be included as part of the **Website and Digital Content Accessibility Audit and Remediation Services**.

- Following each re-test, the Vendor to submit an updated written Audit Finding Report documenting the detailed audit findings. This Audit Findings Report must include:
 - Specific elements that are not in compliance including written descriptions of issues, illustrative screenshots, and references to the State and WCAG Standards in violation.
 - Recommendations for remediation of items found to be non-compliant.

B. Multimedia Transcription, Captioning, and Description Services Audit and Remediation Services.

1. Audit Testing.

- The Vendor to describe in their offer how they will provide audit testing of the transcription, captioning, video description for audio and/or video content. Content may be in any number of commonly used formats, including but not limited to aiff, avi, flv, m4a, wmv, mov, mp3, mp4, mpeg, wav, and wma.
- The Vendor to describe in their offer how they will be able to validate:
 - Transcribed auditory information presented in provided audio and video content has 99.5% or better accuracy when delivered as a text file.
 - Captioning for audio and video content has a 99.5% accuracy or better for spoken words to caption words.
 - Videos that include descriptions of the visual information in audio have a 99.5% accuracy or better when representing video content.

2. Deliverables.

The Vendor to describe in their offer how they will provide the same deliverables as indicated in Section A, 1-5. Website and Digital Content Accessibility Audit and Remediation Services.

C. Accessibility Consulting Services.

The Vendor to describe in their offer how they will provide professional services specific to IT accessibility in the areas of planning, Quality Assurance (QA) testing, application design, remediation, help desk services, and other professional services. Services must pertain only to IT accessibility.

1. Planning Strategy.

Describe how Vendor will provide professional services in support of such items as, but not limited to, accessibility planning efforts. Examples may include conducting assessments of accessibility policies and procedures, develop enterprise or agency accessibility improvement strategies, and advising on integrating accessibility requirements and best practices in development projects.

2. Development, Quality Assurance Testing

Describe how Vendor will provide testing services during development of Information and Communication Technology (ICT), such as suggesting testing tools, producing test scripts, performing tests, conducting Assistive Technology (AT) user testing, tracking accessibility defects, and producing test results reports.

3. Web and Web Application Design, Development, and Remediation.

Describe how Vendor will provide technical services to provide accessible ICT, including advising on the strengths and limitations of solutions set, analyzing external accessibility reports, identifying accessibility problem solutions, and producing or editing markup or code. Provide IT, Application, and Web Developer accessibility support and IT Development Accessibility Checklists.

D. Document Remediation Services (Non-Website and Digital Content).

The Vendor to describe in their offer how they will provide accessibility testing and remediation of binary file format content, including but not limited to Microsoft Word, Excel, or PowerPoint files, Portable Document Format (PDF) files, and eBook formats (e.g., ePub, Daisy). Documents can vary in size from 1 page to multiple pages and content can include but not a limited to text, tables, graphics, and fillable forms.

Vendors to indicate in their offer which of the following electronic document formats they provide remediation services for:

- Microsoft Word: .doc, .docm, .docx, .dot, .dotm, .dotx.
- Microsoft Excel: .xls, .xlsx, .xlsm, .xlt, .xltx, .xltm.
- Microsoft PowerPoint: .ppt, .pptx, .pptm, .pot, .potx, .potm.

- Google Docs, Google Slides, Google Sheets
- Portable Document Format: .pdf.

Vendors may list additional electronic document formats in their offer that they provide remediation services for, such as formats used for eBooks or other products.

The Vendor will provide in their offer the estimated cost per page to remediate documents. The costs offered will remain fixed for the duration of the resulting Contract, but using entities can retain the right to negotiate a lower price with Vendor.

1. Testing and Remediation Plan

The Vendor to describe in their offer how they will review the items to be analyzed and provide a Testing and Remediation Plan.

- The Testing and Remediation Plan must be agreed upon by the State.
- The Vendor shall provide a sample of a Testing and Remediation Plan.

E. Document Remediation Software

The Vendor will provide software to Agencies for self-service final manual remediation of documents. The software needs to be capable of addressing various electronic document formats, enhancing accessibility, and ensuring compliance with [State of North Carolina Accessibility and Usability Standard](#). The Vendor should include detailed descriptions of the software's capabilities, integration processes, and user support services. Additionally, the Vendor will specify the costs associated with the software, including any licensing fees, maintenance costs, and support charges. The offered costs will remain fixed for the duration of the resulting Contract, but Agencies retain the right to negotiate a lower price with the Vendor.

F. Accessibility Training Services

The Vendor to describe in their offer how they will provide services to train Agency staff in accessibility requirements and techniques. Training options may include classroom sessions, remote sessions (e.g., including webinars, distance learning) and on-demand eLearning. Training services may also include custom courses to meet specific needs.

The Vendor to describe in their offer how they will provide that all learning materials, handouts, physical spaces, and presentations for training are accessible to attendees with disabilities. Any training materials (e.g., handouts, guides, PowerPoint presentations) are to be provided in formats to meet specific individual accessibility needs and are to be provided at a minimum of 5 business days prior to any training. Information on learning facilities will be provided at a minimum of 5 business days prior to the training and in a format acceptable to everyone. The State and Vendor will review accessibility needs for everyone to ensure their accessibility needs are met. Webinar and electronic-based courses must follow State Accessibility Standards - State of North Carolina Accessibility Standards, and be on an approved State software platform that is compatible with State network and equipment.

Agencies may require that course registration and completion information be handled through the State's Learning Management System-LMS (FIORI State of NC LMS). The State and Vendor will review this option if the State determines it is viable for the type of training to be provided in that manner. If the State determines the State of NC LMS is a viable platform for OnDemand training, the Contractor will provide Training in SCORM format in a .zip file for inclusion in the State's Learning Management System.

The Vendor to describe in their offer how they will provide predefined courses, custom training services, or both.

1. Custom Training Services.

The Vendor to describe in their offer how they will provide Custom Training Services to meet specific needs of the State. Custom Training Services include activities including but not limited to curriculum

development, customization of predefined courses, development of course materials, development of electronic on-demand courses, and classroom delivery of custom courses.

Vendors to provide in their offer the hourly rate and daily rate it will charge to provide Custom Training Services. Vendor to include all training materials. Any trainer travel expenses should be included in the offer. The costs offered will remain fixed for the duration of the resulting Contract, but using entities can retain the right to negotiate a lower price with Vendor.

All Custom Training will comply with all standards set forth in this section.

2. Accessibility Orientation Training Services.

The Vendor to describe in their offer how they can provide training to help State Employees/End Users understand accessibility, disability, and inclusion through OnDemand or Live training to enhance workforce skill levels in and understanding of accessibility.

This training will be for management, leadership, direct service workers, field office staff, website content managers, and others.

The Vendor to describe in their offer how they will supply the training to:

- Provide individuals with a broader awareness of accessibility, disability, and inclusion.
- Increase the knowledge and skill level of the individuals with learning opportunities to fully understand what makes documents, digital content, informational resource materials, general day-to-day correspondences, and website content accessible for people with disabilities. How to evaluate existing items (e.g., documents, digital content, informational resource materials) accessibility and how to correct non-accessible elements to ensure accessibility.

2.2 Business Need and Scope - Agency

Describe the high-level tasks/categories of tasks that the vendor must perform to meet project objectives. Include high-level performance specifications (qualitative and quantitative).

Provide a brief description of the core objective of the project and why the agency is requesting services from pool of pre-qualified vendor pool such as (Example):

- need to ensure that all specifications are met;
- replacement accessibility software (accessibility audit platforms, automated scanning tools) won't be obsolete soon; or
- new digital content (web pages, documents, multimedia) or application (web, mobile, documents) can easily be modified to comply with payroll law changes.

Optionally, include key expectations or deliverables such as (Example):

- vendor to substantiate that accessibility software (accessibility audit platforms, automated scanning tools) digital content (web pages, documents, multimedia) or application (web, mobile, documents) will perform as designed; document weaknesses and areas of concern; and
- provide recommendations on how to address weakness and areas of concern.

2.3 Project Complexity – Agency, if applicable

Provide an overall estimation of risk and complexity of the project:

- General Complexity:
- Timeline:
- Resources:
- Miscellaneous:

3.0 Milestones & Deliverables – Agency, if applicable

3.1 Minimum Required Example

#	Milestone Event(s)	Deliverable(s)	Estimated Completion Date
1	<i>Project Kick-off</i>	<i>Meeting Presentation</i>	<i>XX/XX/XXXX</i>
2	<i>Initial Assessment Complete</i>	<i>Detailed Assessment Document</i>	<i>XX/XX/XXXX</i>
3	<i>Module Process Tests</i>	<i>Detailed Test Results Document</i>	<i>XX/XX/XXXX</i>
4	<i>Training / T3</i>		<i>XX/XX/XXXX</i>
5	<i>Status Meetings</i>	<i>Meeting and Minutes</i>	<i>Weekly, Bi-weekly, etc</i>
6	<i>Final Report</i>		<i>XX/XX/XXXX</i>

3.2 Optional Example

#	Milestone Event(s)	Deliverable(s)	Estimated Completion Date
1	<i>Remedial Training</i>	<i>Instructor-Led Training Plan, Documentation</i>	<i>XX/XX/XXX</i>
2	<i>Knowledge Transfer</i>		<i>XX/XX/XXX</i>
3			

4.0 Acceptance Criteria – Agency, if applicable

(Agency should add any specific acceptance criteria they need for their SOW.)

5.0 Staffing – Agency and Vendor

5.1 Vendor Example

Role	Years of Experience	Certifications	References Required
<i>Project Manager</i>	<i>5</i>	<i>PMP</i>	<i>Y</i>
<i>Tester</i>	<i>3</i>	<i>N/A</i>	<i>N</i>

5.2 Agency Example

Role	Description	% Project Availability
<i>Subject Matter Experts</i>	<i>Provide business knowledge and expertise</i>	<i>50%</i>
<i>Developers</i>	<i>Perform coding and unit test</i>	<i>100%</i>
<i>Database Administrator</i>	<i>Database support</i>	<i>10%</i>

6.0 Project Roles & Responsibilities

Responsibility Matrix Example

Responsibility	Vendor	Agency
<i>Conversion Support</i>	<i>X</i>	
<i>Conversion Support - SME</i>		<i>X</i>
<i>Training</i>	<i>X</i>	<i>X</i>
<i>Documentation</i>	<i>X</i>	

7.0 Deliverables Acceptance Process - Agency

Agency should consider the following items when developing their SOW.

- Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Customer contract manager or designate.
- All deliverables must be submitted in a format approved by the Customer contract manager.
- If the deliverable cannot be provided within the scheduled time frame, the Vendor is required to contact the Customer contract manager in writing with a reason for the delay and the proposed revised schedule. The

request for a revised schedule must include the impact on related tasks and the overall project.

- A request for a revised schedule must be reviewed and approved by the Customer contract manager before placed in effect. Contract Terms and Conditions may dictate remedies, costs, and other actions based on the facts related to the request for a revised schedule.
- The Customer will complete a review of each submitted deliverable within **XX** working days for the date of receipt.
- A kickoff meeting will be held at a location and time selected by the Customer where the Vendor and its staff will be introduced to the Customer.

Sample Delivery Schedule - Vendor

Deliverable No.	Deliverable Description	SOW Reference Paragraph
1		
2		
3		
4		
5		
6		
7		
8		
9		

8.0 Reports and Meetings - Agency

(Agency should consider the following items when developing their SOW.)

- The Vendor is required to provide the Agency contract manager with weekly written progress reports of this project. These are due to the Agency contract manager by the close of business on the (specify day) each week throughout the life of the project
- The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
- The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
- The Vendor will be responsible for conducting weekly/bi-weekly/other status meetings with the Agency contract manager. The meetings will be held on (specify day) of each week - at a time and place so designated by the Agency contract manager - unless revised by the Agency contract manager. The meetings can be in person or over the phone at the discretion of the Agency contract manager.

9.0 Period and Place of Performance - Vendor

Specify the details in which the Vendor will conduct and complete the work associated with the SOW. Add location of performance (onsite, remote) and standard working hours. Include accessibility to agency facilities or data (weekends, late evening).

10.0 Agency/Vendor-Furnished Equipment and Workspace – Agency and Vendor, if applicable

Specify what equipment and/or workspace the Agency will provide or the expectations of what the Vendor will provide.

Sample digital content (web pages, documents, multimedia)

Description	Count	Vendor	Agency
<i>Cube Workspace</i>	<i>7</i>		<i>X</i>
<i>Wireless Access</i>	<i>7</i>		<i>X</i>
<i>Printer Access</i>	<i>7</i>		<i>X</i>
<i>Laptops</i>	<i>7</i>	<i>X</i>	
<i>Projector</i>	<i>1</i>		<i>X</i>

11.0 Invoices - Vendor

Describe the Vendor's responsibilities for invoicing Agency including invoice digital content (web pages, documents,

multimedia), payment milestones and instructions for submitting invoices.

12.0 Vendor Response - Agency

The Agency will select the Vendor(s) that offers the best value as determined by the information provided in the Vendor's Response.

12.1 Staff Capabilities – Vendor, if applicable

Vendor staff capabilities specific to this SOW:

- Key personnel resumes, illustrating the qualifications of each to perform the services described in this SOW including expertise in Accessibility Service.
- Organization chart (optional)
- Management team resumes (optional)

12.2 Project Work Plan - Vendor

Vendor shall provide a draft high-level project work plan addressing the tasks specified in the SOW, which includes:

- A description of key activities and milestones.
- A detailed methodology description of the Vendor's approach to analyze, assess, validate, document and complete each deliverable.
- A description of the resources necessary from Agency to support the process, including estimates of time needed from Agency's subject matter experts and high-level analysis of data gathering objectives.
- Any dependencies of the project.

Deliverable No.	Deliverable Description	SOW Reference Paragraph
1		
2		
3		
4		

13.0 Pricing - Vendor

The main purpose of this section is to detail the pricing for the deliverables-based services. Vendor should also provide a summary of any duties and exclusions. The Vendor must provide a separate cost for each Deliverable in this SOW. Vendor shall provide firm fixed pricing.

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Price
1			
2			
2			
2			

14.0 Execution of Statement of Work

By signing below, the Vendor certifies that:

- this SOW Response was signed by an authorized representative of the Vendor
- this SOW is subject to all terms and conditions of Accessibility 41-2026 02LB Accessibility Services
- the undersigned Vendor offers and agrees to furnish the services set forth in the SOW, if accepted by the State.
- The offer is submitted competitively and without collusion.

Failure to execute/sign SOW response prior to submittal shall render it invalid.

VENDOR:	E-MAIL:
STREET ADDRESS:	P.O. BOX:
CITY & STATE & ZIP:	TELEPHONE NO
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	TOLL FREE NUMBER:
AUTHORIZED SIGNATURE:	DATE:

Offer valid for at least 120 days from the date of SOW opening unless otherwise stated here: ____ days. After this time, any withdrawal of offer shall be made in writing, effective upon receipt by the Department of Information Technology.

ACCEPTANCE OF STATEMENT OF WORK

If any or all parts of this SOW are accepted, an authorized representative of AGENCY shall affix their signature hereto and this document along with the provisions of 41-2026 02LB shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Vendor(s).

FOR AGENCY USE ONLY

Offer accepted this _____, as indicated on attached certification or purchase order,

By _____ Authorized representative of **AGENCY**)