

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 Moncico, Dinolitics, Site1mprove, 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		