

# Request for Proposals

Atlanta Legal Aid Society and Legal Services Law Line of Vermont

## Web Accessibility Reviews and Recommendations for Two Legal Aid Websites and Assistance Creating an Accessibility Manual

**RFP released:** March 20, 2018

**Proposals due:** April 20, 2018

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## Background and Goals

Atlanta Legal Aid Society (Atlanta) maintains a legal aid website on the ProBonoNet platform at [GeorgiaLegalAid.org](http://GeorgiaLegalAid.org). This platform is used by many legal aid organizations.

Legal Services Law Line of Vermont (Vermont) maintains a legal aid website on the Drupal platform at [VTLawHelp.org](http://VTLawHelp.org). This platform is also used by many legal aid organizations.

Atlanta and Vermont have each obtained a grant from the Legal Services Corporation (LSC) to update their websites to be accessible to people with disabilities. The grants also require that the agencies work together to create a detailed website accessibility manual to share with other legal aid organizations that want to be more accessible.

Together we are seeking an accessibility consultant to achieve these objectives. Here are some of the things we are looking for:

1. We want a consultant to help us make our sites 508 compliant and WCAG 2.0 Level AA compliant.
2. We want guidance as to how to do our own testing with users, including how to apply scores or metrics so we can measure and report our progress.
3. We want general accessibility recommendations in writing plus specific reviews of our websites.
4. We want 3 reviews each: a baseline review before making changes, a review during website changes, and a review after website changes. These reviews should use scores or metrics so we can measure and report our progress.
5. We will guide the consultant to a collection of pages and website tools that are essential to assess.
  - a. For example, on the Vermont site this may be home page, child custody and visitation page, the “how we can help” page, a page with embedded video,

some PDF files and forms, the Find Legal Help tool, the site search tool, and two online intake forms.

6. We want the consultant to assess the website on a laptop/desktop, on phones, and other appropriate devices and assistive technologies.
7. We're looking for reports on what accessibility issues exist, recommendations on how to fix such accessibility issues, and ongoing consultation during and immediately after we make the changes, including answering questions that arise from the reports. This will include conversations with our technical and content staff, as needed, to implement changes.
8. We'd like recommendations on how to maintain accessibility going forward.
9. We'd like accessibility compliance certificates, when warranted.
10. One of our main deliverables is to create a 50- to 75-page accessibility manual that we can share through LSC to a national legal aid audience. We would like the consultant to provide this material for the manual:
  - a. Write up overarching accessibility principals and best practices for all websites.
  - b. Write up specific issues and solutions for Atlanta (a Pro Bono Net site) and Vermont (a Drupal site) so that others can learn from them.
  - c. Write up best practices for end-user testing.
  - d. Write up recommendations on how to maintain accessibility going forward.
11. We'd like the accessibility expert to participate in at least one webinar to share the manual and share lessons learned with legal services organizations across the country.
12. Additional: If you have a recommendation for an in-house or external consultant who can provide recommendations on general mobile accessibility, please let us know for a possible small, separate contract with Vermont.

## **Timeline**

While Atlanta and Vermont will coordinate on this project, the timelines for each are a bit different. Atlanta and Vermont will mostly work independently with the consultant on their websites, but will collectively discuss the process, accessibility manual and shared issues together with the consultant as appropriate.

## Vermont's Timeline

Due by:	Project Milestone
	First stage: Baseline user testing and start planning.
6/30/2018	In coordination with community partners, Vermont staff conducts initial end-user testing to assess barriers to users with disabilities. Accessibility consultant provides some input and advice on how to best do this.
	This stage: Identify barriers to use of site and plan the changes to make.
7/31/2018	Initial accessibility review is completed by consultant.
12/31/2018	Develop formal requirements document with accessibility consultant to address accessibility barriers.
12/31/2018	Develop plan and formal timetable with accessibility consultant and our Drupal programmer regarding implementation of site upgrades.
	This stage: Make website changes.
6/30/2019	Work with our programmer to implement and do initial testing on 50% of site modifications.
6/30/2019	Work with Atlanta partners and accessibility consultant to outline initial format of accessibility manual.
6/30/2019	Work with accessibility consultant to review upgrades to-date and identify any collateral issues.
	This stage: More website changes and final user testing.
12/31/2019	Work with programmer to implement and do initial testing on remaining site modifications.
12/31/2019	Create initial draft of accessibility manual with Atlanta partners and consultant. Share accessibility manual with LSC TIG team for review and feedback.
12/31/2019	Work with accessibility consultant to review effectiveness of accessibility modifications.
12/31/2019	Vermont staff conducts end-user testing to evaluate effectiveness of site modifications.
12/31/2019	Revise the website based on accessibility consultant and end-user testing review.
12/31/2019	In coordination with Atlanta Legal Aid, promote project to the national legal aid community through webinar, conference presentations and accessibility manual. Accessibility consultant provides some input and advice on creating presentation materials.
	Final stage: Promote the site and the manual.
6/30/2020	Finalize the national accessibility manual and Vermont and Atlanta will promote its usage.

## Atlanta's Timeline

Due by:	
	First stage: Baseline user testing and start planning.
6/30/2018	In coordination with community partners, Legal Aid staff begins initial end-user testing to assess usability and barriers to users with disabilities. Accessibility consultant provides some input and advice on how to best do this.
6/30/2018	Develop formal requirements document with accessibility consultant to address accessibility barriers on GeorgiaLegalAid.org and on key areas of the Pro Bono Net platform.
6/30/2018	Develop plan and formal timetable with accessibility consultant and Pro Bono Net staff regarding implementation of platform-wide upgrades.
	This stage: Identify barriers to use of site, start making platform-wide and content changes.
12/31/2018	Conduct accessibility assessment and work with Pro Bono Net and consultant to triage accessibility issues.
12/31/2018	Work with consultant and Pro Bono Net to develop and implement solutions to platform-wide accessibility issues.
12/31/2018	In coordination with community partners, Legal Aid staff conducts site-wide content review modeled after Illinois Legal Aid Online's user testing and Content ScoreCard.
12/31/2018	Work with consultant and Vermont to identify accessibility best practices for content development.
	This stage: Make website changes.
6/30/2019	Revise platform-wide solutions based on evaluation with accessibility consultant and Pro Bono Net staff.
6/30/2019	Begin modifying GeorgiaLegalAid.org content to address content and accessibility based issues and to conform to identified best practices.
6/30/2019	Work with consultant and Vermont to develop an outline of initial format of national accessibility manual on accessible content creation.
	This stage: More website changes and final user testing.
12/31/2019	Create webinar and conference presentation materials for training statewide legal information website content creators on creating accessible content. Accessibility consultant provides some input and advice on creating presentation materials.
12/31/2019	In coordination with Vermont, promote project to the national legal aid community through webinar, conference presentations and accessibility manual.
12/31/2019	Finish modifying GeorgiaLegalAid.org content to address content and accessibility based issues and to conform to identified best practices.
12/31/2019	Legal Aid staff will conduct end-user testing to evaluate the effectiveness of site modifications. Accessibility consultant will work together with Legal Aid identify any remaining accessibility modifications needed based on testing.
12/31/2019	Legal Aid staff will work with consultant and Pro Bono Net to evaluate solutions utilized to address platform-wide accessibility issues.

12/31/2019	Together with Vermont and consultant, create a draft of national manual on accessible content creation. Share manual with LSC TIG staff for review and feedback and meet with LSC to determine best way to incorporate the national manual into LSC's Statewide Website Evaluation Toolkit.
	Final stage: Promote the site and the manual.
6/30/2020	Finalize the national accessibility manual and promote its usage.

## Schedule and Budget

Proposals should include the consultant's proposed timeline, pricing breakdown and hourly rate. Proposals are due to us by April 20, 2018, but we will begin reviewing proposals as they come in.

If the timing that we have indicated above is not possible, please explain why and propose alternate dates in your document. We expect to choose a consultant within 30 days of the RFP deadline.

Together, we currently have at least \$25,000 set aside for this accessibility project. This must include all labor, any materials, communication costs, any in-person meetings and the transfer of the finished products.