

508 Accessibility Compliance Scanning and Services

RFI VA118-17-N-1909

RFI Questions and Answers

	Question	Answer
1	In Section 4.5 "Help Desk", one of the requirements is "Remediation support for the project teams shall be available." We would like more clarification about this requirement. For example, are you looking for remediation support to be part of the platform (documentation, best practices), or are you interested in having a team of specialists that can assist you in remediation projects?	VA will require personnel for the Help Desk that can supply support for the tool for 508 technical issues and provide remediation support. VA has not made a determination if the remediation support will be provided as part of the platform.
2	In Section 5.0 "Information Requested", Request 1 is "Credentials of 508 specialists." Do you want the credentials of our tool's help desk personnel, or are you looking for information about our experts for development and/or remediation projects?	Yes. VA is requesting a detailed description of the 508 Specialist labor category which shall also include the education level, degree and years of experience, certifications and other professional designations.
3	Would like to request a one-week extension of time to respond.	No extension will be granted at this time.
4	Please provide an estimate of the total number of users for the entire enterprise.	VA estimates the total number of users will be around 2,000. This includes VA personnel, Full Time Equivalents and Contractor support. VA estimates the tool will be used by this many people but it will not be simultaneously.
5	a. Is this RFI intended to be a successor to the Section 508 Program HTML Compliance Licensing and Services contract that expires in October and is supported by Deque Systems? b. If so, does the VA seek another 8A vendor for this task or switch to another SB category?	a. No. b. No.
6	Is the VA seeking to merge the VA's various 508 compliance assessment contracts, reduce costs, or standardize the quality of the assessments?	VA may potentially do this in the future, no final determination has been made.
7	Will this be a combined tools and services procurement or will the services be procured separate from the tool set?	Combined.