

Background

Arapahoe County Government (ACG) is seeking a qualified consulting resource(s) to assist with the creation of a comprehensive and actionable “Digital Accessibility Roadmap.” The purpose of this roadmap is to provide a strategy for compliance with both federal and state regulations pertaining to digital accessibility requirements, including both the Americans with Disabilities Act, Section 508, and Colorado House Bill HB21-1110. The County will provide the selected consultant with the preliminary inventory of the approximate count of digital products. Digital products are defined as including, but not limited to, ACG’s websites, software applications, emails, documents, videos, audio files, kiosks, digital signage, hardware, third-party tools, and social media outlets.

The consultant must have a working knowledge of Web Content Accessibility Guidelines and must possess experience developing business, transition, and training plans, process mapping, risk and service level assessment, strategy development, and cost analysis related to developing a Digital Accessibility Roadmap.

Key Tasks

The consultant will be asked to complete the following tasks:

1. In collaboration with the Information Security and Compliance team and the County Attorney’s Office, determine the applicable laws and regulations regarding digital accessibility for both the federal government and the State of Colorado, and assess how they apply to Arapahoe County Government and identify all areas the County may not be compliant.
2. In collaboration with the Information Security and Compliance team and county staff, conduct a comprehensive review of the existing accessibility assessment of all internal and external facing digital products used by the County and identify where further assessment may be required.
3. Provide an evaluation of the time, cost, and resources needed to remediate non-compliant content on the County’s digital products; and work closely with the Information Security and Compliance team and Procurement Services to effectively communicate the digital accessibility requirements with external vendors. (Example: requesting a letter from external vendor that defines how the vendor meets compliance requirements).
4. Analyze the current usage level for County webpages and online services as part of the development a mitigation strategy and Digital Accessibility Roadmap.
5. Work in collaboration with the Information Security and Compliance team to develop a strategy and plan to drive compliance with the State of Colorado’s Digital Accessibility laws and regulations.

6. In coordination with the Communications Department, Information Security and Compliance Team, Title 1 ADA Coordinators Work in collaboration with the Communications Department, Information Security and Compliance team, and Title 1 ADA Coordinators to develop a training and support plan (to include procedures and guidelines) for county employees to ensure they have the knowledge and skills necessary to maintain digital accessibility compliance.
7. Recommend tools, systems, and process to guide ongoing compliance with accessibility regulations.
8. Develop a review process to validate that newly created content is compliant with accessibility regulations, specifically Colorado and Federal regulations.
9. Complete an assessment of existing procurement processes and documents utilized by the County to acquire 3rd party software and digital services.
10. Assist in developing a Scope of Work for the remediation of existing digital content that reflects the plan and recommendations developed with the Digital Accessibility Roadmap.

Deliverables

The following deliverables are expected from the consultant, each being a key component of the Digital Accessibility Roadmap:

1. In collaboration with the Information Security and Compliance team and the County Attorney's Office, produce a detailed report on the applicability of Colorado's HB21-1110 and federal laws and regulations regarding digital accessibility to Arapahoe County Government.
2. Based on the already completed digital accessibility assessment, provide a Digital Accessibility Roadmap report that includes a comprehensive analysis of the county's current state of digital technology accessibility, recommendations for remediation, and an evaluation of the level of effort required to address non-compliant content.
3. The Digital Accessibility Roadmap will include a comprehensive strategy and action plan for remediating existing digital content and driving conformity with applicable accessibility regulations. The plan should consider and weigh factors such as time, cost, risk/liability, level of service, and prioritization of content for remediation.
4. Develop a training program and support materials for County staff to ensure they have knowledge and skills necessary to maintain digital accessibility consistent with legal requirements. Additionally, the selected consultant will develop a framework for an ongoing

training program that will ensure the County staff and contractors have sufficient knowledge to maintain compliance with accessibility regulations.

5. Develop a Digital Accessibility Roadmap with recommendations and processes for determining the appropriate level of information and services provided digitally. These recommendations will be provided in consultation with the Information Security and Compliance Team, County Attorney's Office, and leadership.
6. Provide a list of recommended tools and resources to assist with continuing compliance with accessibility regulations.
7. A detailed recommendation for ensuring future digital content is compliant with accessibility standards, including, but not limited to, processes to validate that newly created content complies with accessibility regulations and an ongoing training program.
8. Recommendations for modifying existing County procurement processes and documents to ensure that new or renewing 3rd party software and digital services comply with applicable accessibility regulations.
9. In conjunction with the Information Security and Compliance Team, a Scope of Work for the remediation of existing digital content that reflects the Digital Accessibility Roadmap.