



**OCEAN HIGHWAY & PORT AUTHORITY**  
**Nassau County, Florida**

**Peck Center**  
**Willie Mae Ashley Auditorium**  
**516 S 10<sup>th</sup> Street**  
**Fernandina Beach, FL 32034**

**AGENDA – Special Meeting**  
**January 28, 2025**

- 1. Public Meeting Call to Order, 6:00 PM – Chairman**
- 2. Invocation**
- 3. Pledge of Allegiance**
- 4. Roll Call:** Miriam Hill, Sec/Treasurer-District 1; Scott Moore, Vice Chair-District 2; Justin Taylor, District 3; Ray Nelson, Chair-District 4; Mike Cole, District 5
- 5. Welcome Guests (Chair)**
- 6. Public Comments** on non-agenda items (Comments submitted prior to the meeting, limit 3 minutes per speaker)
- 7. Current Business** (Public comments permitted. Limit 3 minutes per speaker)
  - a. Renegotiation of Operating Agreement
    - Court Order (Property Appraiser Matter, Updates)
    - Notice of Appeal (Property Appraiser Matter, Updates)
    - Property Appraiser Final Judgment and OHPA PILOT Payment Agreement With the City
  - b. Matching Fund Agreement (Action Item)
  - c. RFP Security (Action Item, deferred from January 14)
  - d. RFP Website Redesign and ADA Compliance (Board Bid Tabulations)
  - e. FSTED February 2026 Meeting (Tallahassee, Action Item)
  - f. Port Incidents (Costs associated with Port security breaches)
  - g. Shrimp Festival
- 8. Adjournment**

If a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Fla. Stat. § 286.0105.



## **Matching Fund Agreement**

Date

Ocean Highway and Port Authority of Nassau County  
86130 License Road, Suite 9  
Fernandina Beach, FL 32034  
Attn: Justin Taylor  
Email: rnelson@portoffernandina.org

**Re: Letter Agreement between Nassau Terminals LLC dba Relay Terminals  
("Operator") and Ocean Highway and Port Authority of Nassau County  
("OHPA") to address Grant Matching Funds necessary for Grants Awarded to  
OHPA for Improvements at the Port of Fernandina (the "Port")**

Dear Chair Nelson:

This Letter Agreement memorializes the mutual understanding between Operator and OHPA for the funding and project management activities associated with \_\_\_\_\_ (agency) Grant No. \_\_\_\_\_ for \_\_\_\_\_ (the "Grant Project") at the Port of Fernandina.

\_\_\_\_\_ (agency) Grant # \_\_\_\_\_ authorizes funding to OHPA in an amount up to \$ \_\_\_\_\_ for \_\_\_\_\_ (project description) (hereinafter the "Grant Project"). OHPA hereby approves use of this funding for the Grant Project and is in no way committing any funding for any other phase or project expansion by way of this Letter Agreement. For the avoidance of doubt, OHPA's payment obligations under the Grant and Scope of Services for the Grant Project are limited to those funds approved of and received by OHPA by way of the Grant, up to \_\_\_\_\_ % of the estimated total Grant Project amount. The Operator's payment obligations hereunder include the matching funds necessary to complete the Grant Project, including but not limited to \_\_\_\_\_ % of the estimated total Grant Project amount to be paid to a contractor that is not reimbursable by the Grant.

Operator agrees to reimburse OHPA, in an amount not to exceed \$ \_\_\_\_\_, for OHPA's legal fees related to review and administration of the contract and the Grant Project. OHPA will provide Operator with an invoice for such fees at the time the Grant Project is finalized.

By countersigning this Letter Agreement in the space provided below, OHPA acknowledges the terms and conditions of this Letter Agreement.

Please feel free to contact me if you have any questions or concerns regarding this letter.

Regards,

Ted McNair  
President

**Acknowledged and Agreed:**

Ocean Highway and Port Authority

By: \_\_\_\_\_

Name: Ray Nelson

Its: Chairman

Date: \_\_\_\_\_



**RFP Website Redesign and  
ADA Compliance  
\*Finalists**



Concourse Tech Inc.  
169 Madison Ave, Suite 15520  
New York, NY 10016  
(646) 305-9964 | sales@concoursetech.com

## Website Redesign & ADA Accessibility Compliance

### **Ocean Highway and Port Authority of Nassau County, Florida**

RFP: Website Redesign and ADA Accessibility Compliance Implementation

**December 2025**

## Table of Contents

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1. Executive Summary
2. Company Profile & Government Experience
3. Understanding of Requirements
4. Proposed Solution & Technical Approach
5. ADA Compliance Strategy
6. Implementation Timeline
7. Deliverables & Accountability Matrix
8. Cost Proposal
9. Government Technology Delivery Experience
10. Company Information & References

## Executive Summary

Concourse Tech Inc. submits this proposal to the Ocean Highway and Port Authority of Nassau County, Florida (OHPA) for website redesign and ADA accessibility compliance services. OHPA requires a streamlined, accessible website meeting DOJ 2024 Final Rule requirements under 28 CFR Part 35, achieving WCAG 2.1 Level AA compliance and fulfilling Florida Statute 189.069 requirements—well before the April 26, 2027 federal deadline.

Our solution delivers a professional, government-ready website with approximately five pages, an accessible CMS for your single administrator, comprehensive document remediation, and ongoing support including the ADA Compliance Certificate and staff training.

**Total Investment: \$7,900 (Year 1) | Annual Renewal: \$1,980/year | Timeline: 8 Weeks | Go-Live: April 2026**

## Company Profile & Government Experience

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Concourse Tech Inc. is a New York City-based technology solutions provider specializing in government technology modernization, web accessibility compliance, and digital transformation for public sector organizations.

## Core Competencies

- **Web Accessibility & ADA Compliance:** Design and remediation targeting WCAG 2.1 Level AA conformance
- **Government Website Development:** Responsive, accessible websites for transparency and public records
- **Document Accessibility:** PDF remediation meeting accessibility standards
- **CMS Implementation:** Government-ready systems with role-based access and audit capabilities
- **Training & Knowledge Transfer:** Comprehensive staff training for long-term accessibility maintenance

Concourse has delivered technology solutions to government entities across Florida, Texas, Ohio, Maryland, Colorado, and other states. We understand Florida Public Records Law compliance, transparency obligations, and the operational realities of small government offices with limited IT staff.

## Understanding of Requirements

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We have analyzed OHPA's RFP and understand the critical compliance requirements and operational constraints.

### Federal Accessibility Compliance

OHPA must comply with Title II of the ADA and the DOJ 2024 Final Rule (28 CFR Part 35), establishing WCAG 2.1 Level AA as the standard. Our solution achieves compliance by April 2026—over 12 months before the deadline.

### Florida Statutory Requirements

Per Florida Statute 189.069, we will configure the website to support all requirements including: meeting agendas posted 7+ days prior and retained for 1 year; public access to budgets, audits, fees, schedules, and statutory disclosures; contact information and ethics code; and link to the Department of Financial Services website.

### Operational Constraints

We acknowledge: the Administrative Office Manager as sole administrator (requiring intuitive CMS); Board approval milestones (three checkpoints built into timeline); no live testing access (working with content exports); and approximately 500 existing documents with limited subset remaining public-facing.

## Proposed Solution & Technical Approach

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### Solution Overview

- **Platform:** Government-ready CMS (WordPress or similar) with accessibility-first configuration
- **Hosting:** Secure cloud hosting with SSL, automated backups, government-appropriate data protection
- **Design:** Simple, professional, mobile-responsive design optimized for accessibility
- **Pages:** Approximately 5 core pages plus document/archive sections
- **Compliance:** Full WCAG 2.1 Level AA conformance with ADA Compliance Certificate

### Website Design & Development

Site architecture includes: Home Page (overview, announcements, quick links); About/Contact (Authority info, Board members, ethics code); Meetings & Agendas (schedule, agendas posted 7+ days in advance, archives); Public Records (budgets, audits, fees, disclosures); Document Search (searchable repository).



## Content Management System

CMS configured for single-administrator operation with intuitive content editing, built-in accessibility checking, document upload with automatic organization, role-based access control with audit trail, and data portability.

## Technical Architecture

REQUIREMENT	OUR APPROACH
Browser Agnostic	Tested across Chrome, Firefox, Safari, Edge; responsive design for all screen sizes
Screen Reader Compatible	Semantic HTML, ARIA labels, proper heading structure for JAWS, NVDA, VoiceOver
Keyboard Navigation	Full keyboard operability with visible focus indicators and logical tab order
Secure Hosting	SSL/TLS encryption, regular security updates, automated backups, DDoS protection

## ADA Compliance Strategy

Our accessibility compliance approach combines automated testing with manual expert review to achieve comprehensive WCAG 2.1 Level AA conformance.

### WCAG 2.1 Level AA Framework

We ensure compliance with all Level A and Level AA success criteria across WCAG's four principles: **Perceivable** (text alternatives, captions, color contrast 4.5:1 minimum); **Operable** (full keyboard accessibility, no traps, clear navigation); **Understandable** (readable content, predictable functionality, input assistance); **Robust** (compatible with assistive technologies, valid markup).

### Testing Methodology

Comprehensive testing includes: automated scanning (WAVE, axe, Lighthouse); manual expert review; assistive technology testing (NVDA, JAWS, VoiceOver); cross-browser testing; and PDF/UA compliance verification.

### Document Remediation

For public-facing documents, we perform full accessibility remediation including proper document structure, alternative text, logical reading order, accessible form fields, and PDF/UA compliance certification. We estimate approximately 50 documents (200 pages) will require remediation.

### ADA Compliance Certificate

Upon completion, Concourse provides a formal ADA Compliance Certificate documenting WCAG 2.1 Level AA conformance status, testing methodology, verification date, scope of testing, and ongoing compliance recommendations.

## Implementation Timeline

Our 8-week timeline balances efficient delivery with Board approval milestones. Assuming contract execution in February 2026, this delivers a compliant website by April 2026—over 12 months ahead of the DOJ deadline.

PHASE	TIMELINE	KEY ACTIVITIES	MILESTONE
Phase 1: Discovery	Weeks 1-2	Project kickoff, current site audit, content inventory, site architecture plan	★ Board Approval #1
Phase 2: Design	Week 3	Design concepts (2-3 options), design review and selection	★ Board Approval #2
Phase 3: Development	Weeks 4-5	CMS configuration, page development, accessibility implementation, document remediation	Staging Site Ready
Phase 4: Testing	Weeks 6-7	Accessibility testing, content migration, administrator training (4 hours), UAT	Training Complete
Phase 5: Launch	Week 8	Final review, go-live, post-launch monitoring, ADA Certificate delivery	★ Board Approval #3 / GO-LIVE

## Deliverables & Accountability Matrix

DELIVERABLE	DESCRIPTION	DELIVERY
Website Accessibility Audit Report	Comprehensive audit documenting all accessibility issues and remediation requirements	Week 2
Redesigned Website & CMS	Production-ready website with configured CMS, all pages, and document repository	Week 8
Accessibility Testing Documentation	Complete testing report documenting WCAG 2.1 AA conformance verification	Week 7
ADA Compliance Certificate	Formal certificate attesting to ADA Title II and WCAG 2.1 Level AA compliance	Week 8
Staff Training & Materials	4 hours live training, video guides, documentation, plain-language ADA compliance guide	Weeks 6-7
Maintenance & Support Plan	Documented support procedures, contact information, quarterly accessibility monitoring	Week 8

## Cost Proposal

### Year 1: Implementation + First Year Services

CATEGORY	DESCRIPTION	PRICE
1. Website Design & Development	Discovery, design, CMS deployment, responsive development (~5 pages), search, testing	\$3,555
2. Accessibility Remediation	Comprehensive audit, WCAG 2.1 AA remediation, assistive technology testing	\$1,760
3. Document Remediation	PDF accessibility remediation for up to 50 documents (~200 pages), accessible templates	\$825
4. Training	4 hours live training, video guides, documentation, plain-language ADA guide	\$660
5. Maintenance & Support (Year 1)	Secure hosting, SSL, backups, CMS updates, support, quarterly accessibility monitoring	\$1,100
YEAR 1 TOTAL		\$7,900

### Investment Summary

Year 1 (Implementation + Services)	\$7,900
Years 2+ Annual Renewal	\$1,980/year
3-Year Total Cost of Ownership	\$11,860

- All RFP Section 9 deliverables included; ADA Certificate at no additional cost
- No hidden fees; fixed pricing supports predictable budgeting
- Additional document remediation available at \$5/page if needed

## Government Technology Delivery Experience

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Concourse has successfully delivered technology solutions to government agencies nationwide:

### Maryland Department of Transportation - The Secretary's Office

Hanover, MD | **\$9,243.76**

Provided Siteimprove web accessibility and quality assurance platform including website accessibility scanning across web pages and PDFs, SEO analysis, quality assurance monitoring, and usability mapping.

### Department of Taxation, Ohio

Columbus, OH | **\$9,472.05**

Provided Siteimprove supporting web accessibility compliance, PDF document checking, SEO analysis, and quality assurance for public websites, scoped for 5,000 pages and 10,000 PDFs.

### City of Tamarac, Florida

Tamarac, FL (Broward County) | **\$18,459.72**

Provided Adobe Acrobat Pro and Creative Cloud for enterprise enabling accessible, compliant document creation for public distribution.

### City of Colorado Springs

Colorado Springs, CO | **\$118,039.56**

Provided Adobe Acrobat Pro and Creative Cloud enterprise licenses for comprehensive PDF creation, OCR, redaction, and compliance-ready document workflows.

### Broward County, Florida

Broward County, FL | **\$27,900.00**

Provided Quicklert alerting and communication platform for enterprise government use with telephony integration.

## Company Information

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Company Name	Concourse Tech Inc.
Contact Person	Kelsey Shaner, Operations Manager
Phone / Email	(646) 305-9964   sales@concoursetech.com
Address	169 Madison Ave, Suite 15520, New York, NY 10016

DUNS / CAGE

119359641 / 09E17

## Customer References

ENTITY	CONTACT	EMAIL	PHONE
Tarrant County	Kehinde Olugbile, Senior Buyer	kolugbile@tarrantcountytexas.gov	817-212-7249
San Antonio Water System	Josiah Sia, Purchasing Agent	Josiah.Sia@saws.org	210-233-2941
Northeast ISD	Samantha Schumacher, Administrator	sschum@neisd.net	210-407-0001
City of Columbus Municipal Court	Colton Goodrich, IT Administrator	goodrichc@fcmcclerk.com	614-645-8183

## Contract Terms and Conditions

**Quote Terms:** A Quote is not an order or offer to sell. Product, inventory, and pricing data may change without notice. **Warranties Disclaimer:** Concourse does not make any warranties, express or implied, including merchantability or fitness for a particular purpose. **Force Majeure:** Concourse shall not be responsible for delays due to circumstances beyond its reasonable control. **Final Agreement:** Terms are subject to final agreement upon issuance and acceptance of a purchase order. **Florida Law Compliance:** Concourse agrees to comply with all applicable Florida laws including Florida Public Records Law, E-Verify, and non-discrimination requirements.

Thank you for your consideration,

**Kelsey Shaner**

Operations Manager

## Acceptance

By signing below, both parties agree to the terms and conditions outlined in this proposal.

### Client Acceptance:

Signature

Print Name

Date

### Concourse Tech Inc.:

Signature



# Ocean Highway and Port Authority

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PRESENTED BY:  
Aafaq Sikandar, Founder & CEO

January 09, 2026

**January 09, 2026**  
**ENCYPHERS**  
New Hyde Park, New York  
[www.encyphers.com](http://www.encyphers.com)

**To Whom It May Concern,**

At ENCYPHERS, we believe a public website is more than a digital presence — it is a civic interface that shapes how residents access resources, how partners engage with programs, and how agencies build trust through accessibility, clarity, and performance. We are pleased to submit our response to the Ocean Highway and Port Authority (OHPA) of Nassau County's RFP for Website Redesign and ADA Accessibility Compliance Implementation.

As a firm specializing in public-sector modernization and digital strategy, ENCYPHERS brings deep experience in ADA Title II compliance, WCAG 2.1 Level AA accessibility, secure hosting, and government-ready CMS platforms. Our solutions are designed to be measurable, inclusive, and aligned with statutory requirements. We understand the importance of user experience, stakeholder alignment, and transparent reporting, and we are prepared to deliver a website that reflects OHPA's mission while ensuring compliance with Florida Statutes Section 189.069 and the DOJ's 2024 Final Rule.

This proposal outlines our qualifications, technical approach, and strategic alignment with OHPA's objectives. We have reviewed your scope of services, project priorities, and implementation expectations in detail, and we welcome the opportunity to collaborate on a solution that is accessible, secure, mobile-responsive, and built for measurable success. ENCYPHERS will also execute the ADA Compliance Certification Form (Appendix C) upon project completion, certifying that all deliverables meet or exceed federal and state accessibility requirements.

We confirm that our proposal shall remain valid for 120 days from the date of submission. I am authorized to bind ENCYPHERS to the terms of this proposal.

Thank you for your consideration.

Warm regards,  
**Aafaq Sikandar**  
Founder & CEO | ENCYPHERS

✉ [aafi@encyphers.com](mailto:aafi@encyphers.com)  
☎ +1(516)789-2955



# Table of Contents

01	Executive Summary .....	01
02	Company Overview .....	02
03	Understanding of the Project .....	03
04	Solution Outline .....	04
05	Scope of Work .....	06
06	Phased Approach: Detailed Descriptions .....	08
07	Project Timeline .....	10
08	Team & Resource Allocation .....	11
09	Client References & Portfolio Highlights .....	12
10	Pricing & Budget Alignment .....	15
11	Closing Statement .....	16
12	Appendices .....	17



# Executive Summary

ENCYPHERS is pleased to submit this proposal for the Ocean Highway and Port Authority (OHPA) of Nassau County's Website Redesign and ADA Accessibility Compliance Implementation Project. We understand this initiative is more than a technical upgrade — it is a strategic investment in accessibility, transparency, and public trust. A strong website will not only elevate OHPA's visibility but also strengthen its identity, unify stakeholders, and ensure compliance with federal and state requirements for independent special districts.

Our solution is built on a research-driven, community-first framework that supports inclusive engagement, modern design, and measurable outcomes. We specialize in public-sector digital modernization projects that are intuitive for residents, transparent for stakeholders, and fully compliant with ADA Title II Final Rule (28 CFR Part 35) and WCAG 2.1 Level AA standards.

## Key highlights of our proposal include:

- **ADA compliance:** Full WCAG 2.1 Level AA accessibility standards, with flexibility to adapt to future DOJ requirements.
- **Modern, responsive design:** User-friendly navigation, consistent branding, and improved usability across devices and browsers.
- **CMS flexibility:** Deployment of a government-ready content management system that supports ADA-compliant publishing, records retention, and public disclosure requirements.
- **Document accessibility:** Remediation of public-facing documents (agendas, minutes, reports, forms) into compliant formats, with guidance for archived and exempt records.
- **Statutory compliance:** Migration of required content under Florida Statutes §189.069, ensuring OHPA's website includes budgets, audits, board member details, meeting agendas, and other legally mandated information.
- **Secure infrastructure:** Implementation of cybersecurity best practices, incident response protocols, and 24/7/365 critical support.
- **Content migration:** Guidance on organizing and converting existing content, including PDFs, into accessible formats.
- **Training & knowledge transfer:** Hands-on training for OHPA staff, plus delivery of a plain-language ADA digital compliance guide for ongoing reference.
- **Ongoing support:** SLA-backed maintenance, updates, and optimization for long-term reliability.

ENCYPHERS is prepared to deliver a website that reflects OHPA's mission: to provide open, accessible, and secure digital services while positioning the Authority as a trusted, welcoming partner for residents, businesses, and community stakeholders. Our team brings clarity, professionalism, and care to every phase of the engagement from discovery and design to development, testing, deployment, and ongoing support.

# Company Overview

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Founded in 2016, ENCYPHERS LLC is a digital strategy and modernization firm headquartered in New York, legally incorporated in Florida, and operating fully remotely with a distributed team. Our mission is to empower public institutions with solutions that reflect their values, engage their audiences, and deliver measurable results. We believe digital strategy is more than promotion it is a public trust.

Our work helps municipalities, nonprofits, higher-education institutions, and public agencies modernize their outreach while meeting the highest standards of accessibility, compliance, and usability. We specialize in public-sector communications, government portals, nonprofit outreach, and performance-driven campaigns designed to the unique needs of community development agencies.

Today, ENCYPHERS delivers platforms and systems that are intuitive for users, transparent for stakeholders, and scalable for long-term engagement. Our systems are built to support community engagement, audience segmentation, and real-time analytics making them ideal for initiatives like OHPA's website modernization and ADA compliance implementation.

## Our Portfolio Includes:

- Higher Education: SEM and web modernization for universities
- Municipal: Accessible government portals and community development initiatives
- Nonprofit: Digital hubs for education and outreach
- Public Sector: RFP strategy, compliance frameworks, and modernization projects

## Core Capabilities:

- WCAG 2.2 accessibility compliance
- CMS setup, optimization, and reporting
- Audience segmentation and remarketing
- U.S.-based hosting & data compliance
- Real-time dashboards with CTR, CPC, CPL metrics
- SLA-backed support & training
- Public sector RFP strategy & governance

## Contact Information



### Contact

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Founder & CEO  
aafi@encyphers.com  
+1 (516) 789-2955

### Address

1983 Marcus Ave Unit 204, New Hyde Park, NY 11042,  
United States +1 718-312-8022 [encyphers.com](https://encyphers.com)



# Understanding of the Project

ENCYPHERS understands that the Ocean Highway and Port Authority (OHPA) is seeking a partner to deliver a comprehensive website redesign and ADA accessibility compliance implementation. This initiative is not just about updating visuals it is about building a system that performs under pressure, reflects OHPA's civic mission, and drives measurable outcomes in accessibility, usability, and public trust.

From the RFP and compliance requirements, we recognize the following priorities:

- **Discovery & Strategy:** Collaborate with OHPA to review current site architecture, branding guidelines, and statutory content requirements under Florida Statutes §189.069. Identify gaps and establish a performance-driven roadmap that ensures ADA compliance and improved user experience.
- **Accessibility Compliance:** Implement WCAG 2.1 Level AA standards across all pages, forms, and public-facing documents. In line with OHPA's Q&A, remediation will be limited to documents required by Florida law (budgets, audits, agendas, minutes, board details, etc.), minimizing costs while ensuring compliance.
- **Modern Design & Navigation:** Deliver a responsive, visually appealing design with intuitive navigation paths that make OHPA's statutory information, meeting agendas, audits, and public records easy to find and understand.
- **CMS Flexibility:** Recommend and deploy a government-ready CMS that balances usability, scalability, and security. OHPA is open to vendor recommendation; ENCYPHERS will propose a CMS that supports ADA-compliant publishing, records retention, and public disclosure workflows.
- **Content Migration:** Support OHPA staff in migrating relevant content and converting PDFs, Word, and Excel files into accessible formats, while retiring outdated materials in line with DOJ exceptions.
- **Security & Incident Response:** Incorporate modern cybersecurity features aligned with NIST and CIS Controls best practices, with 24/7/365 support for critical incidents such as downtime, form failures, or breaches.
- **Data Management & Engagement:** Enable email collection, newsletter integration, and user-friendly web forms to strengthen communication with residents, businesses, and stakeholders.
- **Testing & Validation:** Conduct iterative testing with OHPA feedback to ensure inclusivity, clarity, and performance before launch. Validate accessibility with automated tools, manual keyboard navigation, and screen readers (NVDA, JAWS, VoiceOver).
- **Training & Knowledge Transfer:** Provide virtual training sessions tailored for OHPA staff, supported by recorded modules and documentation. Training will cover CMS use, accessibility best practices, and statutory publishing requirements.
- **Scalability & Long-Term Support:** Build a flexible system that evolves with OHPA's future initiatives, supported by SLA-backed maintenance, updates, and optimization. Ongoing support will be included in the initial proposal, as requested.
- **Cost Proposal:** Present a modular pricing structure (design, remediation, training, support, maintenance) to give OHPA flexibility in budget allocation.

# Solution Outline

ENCYPHERS proposes a compliance-driven, community-focused solution to deliver the Ocean Highway and Port Authority's Website Redesign and ADA Accessibility Compliance Implementation Project. Our approach is designed to ensure statutory compliance, elevate transparency, and provide measurable outcomes while positioning OHPA as a trusted civic institution.

## Strategic Foundation

We begin with a discovery phase to review OHPA's current site architecture, branding, and statutory content requirements under Florida Statutes §189.069. This phase establishes a roadmap that aligns accessibility standards, user experience goals, and compliance obligations, ensuring the redesigned site reflects OHPA's mission and legal responsibilities.

## Modern Design & Development

The redesigned website will be responsive, mobile-friendly, and optimized for usability across devices and browsers. Navigation will be streamlined to make statutory information — including budgets, audits, board member details, and meeting agendas easy to locate. All design elements will embed WCAG 2.1 Level AA accessibility standards, ensuring inclusivity for residents, businesses, and stakeholders.

## CMS Recommendation

ENCYPHERS recommends WordPress as the content management system. WordPress offers government-ready flexibility, scalability, and security while remaining intuitive for OHPA staff. With accessibility plugins, metadata support, and records retention workflows, WordPress balances usability with compliance and provides a sustainable framework for ongoing content publishing.

## Content Migration & Accessibility

In line with OHPA's Q&A, ENCYPHERS will remediate only those public-facing documents required by Florida law (budgets, audits, agendas, minutes, policies). Outdated materials will be retired, minimizing costs while ensuring compliance. We will assist OHPA staff in converting PDFs, Word, and Excel files into accessible formats and provide guidance for maintaining compliance in future uploads.

## Security & Incident Response

The solution will incorporate modern cybersecurity features aligned with NIST and CIS Controls best practices. Incident response protocols will guarantee 24/7/365 coverage for critical issues such as downtime, form failures, or breaches. Hosting will be U.S.-based to ensure compliance with public-sector data requirements.

## Solution Outline

## Testing & Validation

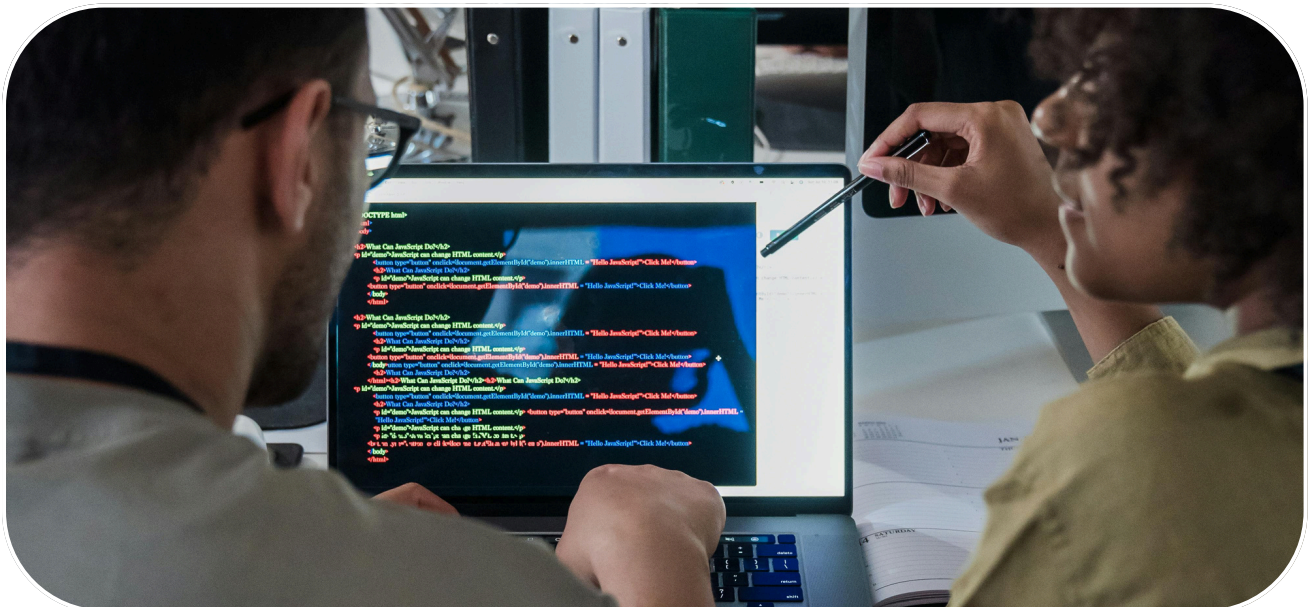
Accessibility testing will be conducted through automated tools, manual keyboard navigation, and screen reader validation (NVDA, JAWS, VoiceOver). ENCYPHERS will provide internal documentation and execute the ADA Compliance Certification Form (Appendix C) upon project completion, as OHPA clarified that third-party certification is not required.

## Training & Knowledge Transfer

ENCYPHERS will deliver in-person training sessions in Nassau County, with virtual modules available if necessary. Training will cover CMS use, accessibility best practices, and statutory publishing requirements. A plain-language ADA compliance guide will be provided for ongoing staff reference.

## Long-Term Support

Ongoing optimization and SLA-backed support will be included in the initial proposal, as requested. Our scalable framework allows future adaptation for additional OHPA initiatives, ensuring the redesigned website remains compliant, secure, and aligned with community engagement goals well before the April 2027 DOJ deadline.





# Scope of Work

ENCYPHERS will deliver a comprehensive Website Redesign and ADA Accessibility Compliance Implementation Project for the Ocean Highway and Port Authority (OHPA). Our scope includes all phases of discovery, design, development, testing, training, deployment, and ongoing support aligned with OHPA's statutory obligations, accessibility requirements, and community priorities.

The project will begin with stakeholder engagement and planning, followed by accessibility-first design and CMS configuration. Launch coordination, performance monitoring, and reporting will ensure a smooth rollout. Post-launch, ENCYPHERS will provide SLA-backed support and optimization reviews to maximize adoption and impact.

PHASE	Duration	KEY ACTIVITIES
Phase 1: Discovery & Planning	1 Week	Kickoff meetings, stakeholder engagement, accessibility audit, and statutory content review under Florida Statutes §189.069. Roadmap and KPIs defined.
Phase 2: Design & UX Strategy	1 Week	Creation of responsive layouts, navigation prototypes, and design mockups. Accessibility-first design with WCAG 2.1 AA standards embedded.
Phase 3: Development & CMS Configuration	3 Weeks	WordPress CMS setup, statutory content migration, PDF/Word/Excel remediation for public-facing documents, and integration of security features.
Phase 4: Testing & Validation	1 Week	Functional testing, accessibility validation with screen readers, security checks, and user acceptance testing. ADA Compliance Certificate prepared.
Phase 5: Training & Documentation	1 Week	ENCYPHERS will provide virtual training modules tailored for OHPA staff, ensuring they can independently manage the WordPress CMS, publish statutory content, and maintain ADA compliance.
Phase 6: Deployment & Launch Prep	0.5 Week	Hosting configuration, DNS migration, and launch readiness checklist. Soft launch for internal review and adjustments.

PHASE	Duration	KEY ACTIVITIES
Phase 7: Public Launch	0.5 Week	Official launch of redesigned OHPA website. Monitoring of initial traffic, accessibility benchmarks, and stakeholder feedback.
Phase 8: Optimization & Support	1 Week	SLA-backed support, monthly reporting, KPI dashboards, and accessibility audits. 24/7/365 incident response for downtime or breaches.
Final Review & Closeout	0.5 Week	Post-launch evaluation, final reporting, and recommendations. Execution of notarized ADA Compliance Certification Form (Appendix C).



# Phased Approach: Detailed Descriptions

## **Phase 1: Discovery & Planning (1 Weeks)**

We establish the foundation for OHPA's website redesign by defining goals, gathering input, and aligning with accessibility standards. This phase includes kickoff meetings (virtual), a review of OHPA's current site architecture and statutory content requirements under Florida Statutes §189.069, and alignment with WCAG 2.1 AA compliance. Project objectives, KPIs, and success benchmarks will be defined to ensure clarity and accountability from the outset.

## **Phase 2: Design & UX Strategy (1 Weeks)**

We create responsive mockups and navigation prototypes that emphasize intuitive pathways to OHPA's statutory information, modern visuals, and accessibility-first layouts. Stakeholder feedback rounds will be incorporated to ensure resonance and usability before moving into development.

## **Phase 3: Development & CMS Configuration (3 Weeks)**

We configure the recommended CMS (WordPress) to balance usability, scalability, and security. This includes statutory content migration, PDF/Word/Excel accessibility conversion for public-facing documents, and implementation of modern security features aligned with NIST and CIS Controls best practices. Development will be iterative, with checkpoints for OHPA review and approval.

## **Phase 4: Testing & Validation (1 Weeks)**

We conduct comprehensive testing to validate accessibility, functionality, and security. This includes WCAG compliance checks, screen reader validation (NVDA, JAWS, VoiceOver), user acceptance testing, and refinement based on OHPA feedback. Internal documentation will be prepared, and the ADA Compliance Certification Form (Appendix C) will be executed.

## **Phase 5: Training & Documentation (1 Week)**

We provide virtual administrator training to ensure OHPA staff can manage content independently. Deliverables include live video sessions, recorded tutorials, user guides, and a plain-language ADA compliance handbook. This phase ensures long-term sustainability and confidence in managing the new platform.



## Phase 6: Deployment & Launch Prep (0.5 Weeks)

We configure hosting, DNS, and launch readiness protocols. A soft launch will be conducted for internal review, followed by refinements to ensure stability. This phase prepares OHPA for a seamless public rollout.

**Phase 7: Public Launch (1 Week)** We officially launch the redesigned OHPA website. Monitoring will be conducted during the initial rollout to capture feedback, track early traffic, and ensure smooth performance.

## Phase 7: Public Launch (0.5 Week)

We officially launch the redesigned OHPA website. Monitoring will be conducted during the initial rollout to capture feedback, track early traffic, and ensure smooth performance.

## Phase 8: Monitoring & Optimization (1 Weeks)

We provide continuous monitoring and optimization throughout the post-launch period. This includes KPI dashboards, monthly reporting, and proactive adjustments to ensure smooth delivery. Our team will remain responsive to OHPA feedback, ensuring the website performs under pressure and achieves measurable engagement.

## Phase 9: Reporting & Closeout (0.5 Week)

We conclude the project with a comprehensive post-launch report. This report will summarize traffic, engagement, and accessibility metrics, while providing recommendations for future initiatives. SLA-backed support will be provided during the wrap-up period, ensuring OHPA has full visibility into outcomes and confidence in the value delivered.



# Project Timeline

ENCYPHERS proposes a structured, phased approach that balances OHPA's compliance requirements with practical delivery milestones. Each phase builds on the last, embedding accessibility and statutory compliance throughout the process while ensuring measurable progress toward a successful launch.

Phase	Title	Estimated Duration
Phase 1	Discovery & Planning	1 Weeks
Phase 2	Design & UX Strategy	1 Weeks
Phase 3	Development & CMS Configuration	3 Weeks
Phase 4	Testing & Validation	1 Weeks
Phase 5	Training & Documentation	1 Weeks
Phase 6	Deployment & Launch Prep	0.5 Week
Phase 7	Public Launch	0.5 Week
Phase 8	Monitoring & Optimization	1 Weeks
Phase 9	Reporting & Closeout	0.5 Week

This phased timeline reflects more than just project execution it represents ENCYPHERS' commitment to delivering a website that performs under pressure, adapts to evolving accessibility standards, and empowers OHPA staff with intuitive tools. Each phase builds momentum, ensuring clarity, accountability, and confidence throughout the engagement.

## Additional Timeline Highlights

- SLA-backed support begins immediately upon public launch.
- Coverage includes optimization, performance issues, and accessibility gaps.
- Priority response is provided for urgent adjustments and stakeholder requests.
- Support is included at no additional cost during the contracted post-launch period.

# Team & Resource Allocation

ENCYIPHERS assigns a focused, cross-functional team to ensure OHPA's Website Redesign and ADA Accessibility Compliance Project is executed with precision, responsiveness, and care. Each team member is selected for their expertise in public sector modernization, accessibility, and digital transformation. Our streamlined structure ensures that every aspect of the project from discovery and design to development, testing, and support is delivered with clarity and accountability.

ROLE	RESPONSIBILITIES	ALLOCATION
Project Manager (Primary Contact)	Defines project strategy, oversees planning, coordinates communication, approvals, and stakeholder feedback throughout the lifecycle.	15%
Executive Sponsor	Provides strategic oversight, supports stakeholder engagement, ensures delivery quality, and alignment with OHPA's mission.	10%
Technical Lead / CMS Developer	Configures WordPress CMS, manages integrations (forms, workflows), ensures hosting and security compliance.	20%
Accessibility & Compliance Lead	Ensures WCAG 2.1 AA compliance, ADA standards, and statutory inclusivity across all content and design.	20%
UX Designer	Guides design, ensures alignment with branding, delivers accessible creative assets (navigation, visuals, layouts).	15%
QA Tester	Conducts functional, accessibility, and security testing; validates user experience before launch.	10%
Support & Optimization Specialist	Tracks KPIs, builds dashboards, delivers monthly reports, manages SLA-backed incident response and ongoing support.	10%

# Client References & Portfolio Highlights

ENCYPHERS has successfully delivered comprehensive digital solutions for clients across industries, ensuring seamless transitions and measurable results. Below are highlights from recent engagements that reflect our strategic approach, technical precision, and commitment to long-term performance.

## Frankie4

Lauren, CEO | Aug 2022 – Oct 2023

lauren@axobotanica.com

We provided end-to-end solutions including custom web development, hosting migration, and complete branding. Our work transformed their digital presence, improving user engagement by 45% while maintaining robust site performance through ongoing maintenance.

## Yardsale

Kelly McGhee, CEO | May 2024 – Jan 2025

k@yardsale.ski

From initial branding/logo design to full website development and cloud migration, we created a cohesive digital experience. The new platform increased conversion rates by 30% and established a reliable foundation for their seasonal traffic spikes.

## Seisuke Knife

Tu David Phu, Manager | May 2024 – Nov 2024

tu@seisukeknife.com

Our 360° approach encompassed SEO-optimized web development, CRO enhancements, and brand refinement. Strategic improvements drove a 60% increase in organic traffic while our managed hosting ensured optimal site reliability.

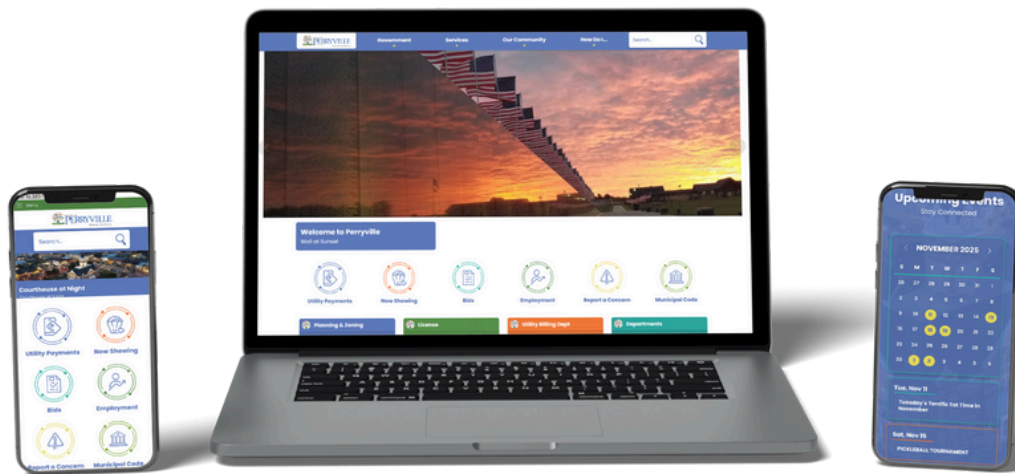
# Client References & Portfolio Highlights

ENCYIPHERS works closely with each client to craft a homepage that reflects their community and meets usability goals. After an initial design consultation, we develop a wireframe and apply your branding, colors, and imagery. One Advanced Design Component is included to enhance user engagement, selected based on your site goals and maintenance preferences.

Design samples are provided to help guide your creative direction

## City of Perryville

The City of Perryville website was designed to deliver a modern, user-friendly experience that makes city information easy to access. With clear navigation, responsive design, and improved performance, it helps residents and visitors explore services, updates, and community news efficiently.



CivicPlus (CMS)

Microsoft ASP.NET

IIS 10.0

Alpine.js

Froala Editor

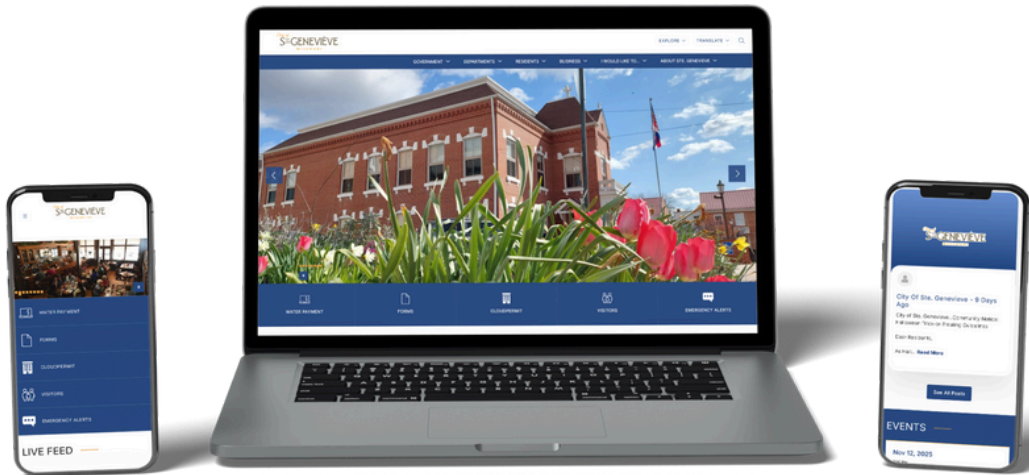
Google Tag Manager

View Full Case Study: [City of Perryville, MO](https://cityofperryville.com)  
cityofperryville.com

# Client References & Portfolio Highlights

## City of Ste. Genevieve

The Ste. Genevieve City website was built to deliver a smooth, accessible, and responsive experience for residents and visitors. It provides quick access to city updates, services, and resources through a clean and organized interface. The development focused on performance, security, and long-term scalability to support the city's growing digital needs.



Thrillshare

Varnish

Technology stack

HSTS

Sendgrid

View Full Case Study: [City of Ste. Genevieve, MO](https://www.stegenevieve.gov)  
[stegenevieve.gov](https://www.stegenevieve.gov)

# Pricing & Budget Alignment

ENCYPHERS proposes a fixed fee of **\$10,000** for professional services. This fee covers all core work performed by our team, including discovery, design, CMS development, accessibility compliance, statutory content migration, testing, training, deployment, and SLA-backed support. Hosting and any third-party licensing fees will be managed transparently in collaboration with OHPA.

Our pricing reflects ENCYPHERS' commitment to being a cost-efficient partner while delivering measurable value. Each component is aligned with OHPA's priorities and ensures that every phase of the project contributes directly to accessibility, usability, and long-term sustainability. By structuring the budget into defined components, ENCYPHERS ensures transparency and accountability, giving OHPA confidence that every dollar contributes directly to compliance and community impact.

Items	Estimate Cost
Strategic Planning & Discovery	\$500
Design & UX Development	\$1,500
CMS Configuration & Content Migration	\$2,000
Accessibility & Compliance (WCAG 2.1 AA)	\$2,500
Testing & Validation	\$1,500
Training, Deployment & SLA-Backed Support	\$2,000

**Total Professional Services :** **\$10,000**

This investment provides OHPA with a complete, end-to-end modernization solution at a competitive rate. By structuring the budget into defined components, ENCYPHERS ensures transparency and accountability, giving OHPA confidence that every dollar contributes directly to accessibility, usability, and long-term sustainability.

## Value Added Benefits

- **Predictable annual hosting costs:** No hidden fees, fully transparent budgeting.
- **Reduced risk:** Continuous monitoring prevents downtime and security breaches.
- **Future-ready scalability:** Hosting and CMS enhancements adapt as OHPA programs expand.
- **Accessibility assurance:** Ongoing compliance reviews keep the site WCAG-aligned.
- **Peace of mind:** SLA-backed support ensures OHPA staff can focus on community impact, not technical issues.

# Closing Statement

ENCYPHERS is honored to present this proposal to the Ocean Highway and Port Authority (OHPA) for the Website Redesign and ADA Accessibility Compliance Project. We recognize that this initiative is more than a technical upgrade it is a civic opportunity to strengthen accessibility, modernize digital services, and position OHPA as a trusted resource for residents, partners, and community stakeholders.

To ensure clarity and confidence, ENCYPHERS proposes a fixed professional services fee of **\$10,000**, covering all phases of discovery, design, CMS configuration, accessibility compliance, statutory content migration, testing, training, deployment, and SLA-backed support. Hosting and any third-party licensing fees will be managed transparently in collaboration with OHPA.

Most importantly, ENCYPHERS commits to delivering a fully compliant, accessible, and future-ready website within **2 months** of project start, ensuring OHPA achieves full ADA/WCAG 2.1 AA compliance well before the April 26, 2027 DOJ deadline.

We look forward to the opportunity to collaborate with OHPA on this important initiative. Together, we can create a website that strengthens accessibility, enhances community trust, and positions OHPA as a leader in public-sector digital transformation.

**ENCYPHERS delivers more than design. We deliver trust, performance, and long-term impact for public institutions.**



# Appendices A, B, and C

ENCYPHERS acknowledges the inclusion of Appendices A, B, and C in the OHPA RFP. While no signatures or information are required at the proposal stage, ENCYPHERS confirms the following commitments:

## **Appendix A – ADA Compliance Checklist**

ENCYPHERS will comply with all requirements outlined in Appendix A, ensuring the redesigned OHPA website meets or exceeds WCAG 2.1 Level AA standards through automated and manual accessibility testing.

## **Appendix B – Exceptions to Accessibility Requirements**

ENCYPHERS recognizes the DOJ Final Rule exceptions (archived documents, preexisting conventional electronic documents, third-party content, password-protected records, and preexisting social media posts). We will provide OHPA with an Exception Handling Plan to manage requests for accessible versions of exempt content.

## **Appendix C – ADA Compliance Certification Form**

ENCYPHERS will execute the notarized ADA Compliance Certification Form (Appendix C) upon project closeout, certifying that all deliverables conform to WCAG 2.1 Level AA and Title II ADA requirements.



## Executive Summary

BizBolster Web Solutions, LLC and ADA Ally LLC submit this joint proposal to provide website redesign and ADA accessibility services for the Ocean Highway and Port Authority of Nassau County, Florida (OHPA). The project will deliver a compliant public website and an accessibility framework that meets DOJ ADA Title II requirements and WCAG 2.1 Level AA, with services structured to support long-term compliance.

The proposed approach integrates accessibility consulting, testing, certification, document accessibility support, and staff training. Services are provided using a hybrid pricing model combining fixed-fee, hourly, and retainer-based components for transparency and cost control.

## Website & Document Accessibility Services – Fee Summary

Service	Cost
New website redesign and development	\$4500
Accessibility consulting during redesign	\$750
Final accessibility testing & verification	\$950
ADA Compliance Certificate (Appendix C)	\$120
Accessibility training & plain-language ADA guide	\$500
Initial document inventory & classification	\$200
PDF remediation (hourly)	\$80/hr (estimated \$980 for initial docs)*
<b>TOTAL FOR INITIAL WORK</b>	<b>\$8000.00</b>
Ongoing document remediation (optional)	\$80/hr
On-call accessibility advisory (optional)	\$100/hr, as needed
Semiannual accessibility audits (optional)	\$400 per audit

**\*Initial docs include: operating agreement, most recent budget, most recent tonnage report, most recent agenda, ethics statement, and the tariff and fee schedule.**

# Company Profile & Government Experience

## BizBolster WebSolutions, LLC

Established in 2016, BizBolster Web Solutions, LLC is a digital marketing and website development firm. BizBolster is based in Yulee, Florida and serves multiple local and national clients through website design, branding, accessibility, reputation management, and search engine optimization. BizBolster primarily focuses on local businesses and non-profits and has built one accessible government website (<https://www.nassaufldrugprevention.org/>) utilizing outside services to ensure full accessibility compliance. BizBolster has opted to partner with ADA Ally LLC for accessibility compliance for this project.

## ADA Ally LLC

ADA Ally LLC is a digital accessibility consulting firm specializing in ADA Title II and WCAG 2.1 Level AA compliance. The ADA Ally team includes multiple professionals with disabilities who bring firsthand experience navigating digital accessibility barriers and using assistive technologies. This lived experience, combined with formal accessibility training and certification, strengthens the team's ability to evaluate real-world usability and identify accessibility issues that cannot be detected through automated or checklist-based testing alone.

ADA Ally provides accessibility audits, remediation consulting, assistive-technology testing, document accessibility services, staff training, and compliance certification. All work is performed using manual testing, assistive technologies, and government-aligned methodologies to ensure results are legally defensible, technically sound, and sustainable over time.

ADA Ally has supported public agencies and organizations with public-sector compliance obligations, including municipalities, transportation facilities, public safety agencies, healthcare systems, and public service districts. Relevant experience includes accessibility work for:

- [Village of Spencerport](#) (Spencerport, NY)
- [Oakland San Francisco Bay Airport](#) (Oakland, CA)
- [Central Platte Fire Protection District](#) (Platte City, MO)
- [Bennington Fire & Rescue](#) (Bennington, NE)
- [Clackamas County Voluntary Organizations Active in Disaster](#) (Oregon City, OR)
- [Tahoe Forest Health System](#) (Truckee, CA)
- [Central Taney County Fire Protection District](#) (Kissee Mills, MO)
- [Olympic Valley Public Service District](#) (Olympic Valley, CA)

## Accessibility Certification & Oversight

Accessibility certification for this project will be executed by Robert Smith, Director of Accessibility at ADA Ally LLC. Robert Smith is a visually impaired individual and a daily user of assistive technologies, bringing direct lived experience to the evaluation of digital accessibility and usability. This perspective informs both testing and remediation decisions, ensuring accessibility is assessed from the standpoint of real-world use.

Robert Smith holds the following credentials:

- Department of Homeland Security Section 508 Trusted Tester
- International Association of Accessibility Professionals (IAAP):
  - Certified Professional in Accessibility Core Competencies (CPACC)
  - Certified Professional in Web Accessibility (CPWA)
  - Web Accessibility Specialist (WAS)
  - Accessible Document Specialist (ADS)

ADA Ally will execute the required ADA Compliance Certificate (Appendix C) upon completion of accessibility testing and verification.

## Project Approach & Timeline

BizBolster Web Solutions, LLC and ADA Ally LLC will execute this project using a coordinated, phased approach designed to meet DOJ ADA Title II requirements and WCAG 2.1 Level AA, while positioning OHPA for future regulatory updates.

Accessibility will be integrated throughout the project lifecycle rather than treated as a post-launch activity. This approach minimizes rework, controls cost, and ensures that accessibility requirements are addressed systematically as the website and document workflows are established. The project approach is designed to avoid introducing structural or technical barriers that would complicate future upgrades, including a potential transition to WCAG 2.2 Level AA should DOJ requirements be expanded.

### Phase 1 – Discovery & Accessibility Planning

- Conduct an abbreviated accessibility review of the current site to identify recurring accessibility issues and patterns to be considered for new website
- Coordinate with BizBolster Web Solutions, LLC to establish accessibility requirements, constraints, and success criteria for the new website
- Confirm scope for publicly accessible documents and publishing workflows

#### Outcome:

A shared understanding of accessibility requirements and risk areas to inform design, development, and content migration.

## **Phase 2 – Design & Development with Embedded Accessibility**

- Accessibility consulting provided during design and development of the new website to support compliant layouts, navigation, and interaction patterns  
Review of templates, components, and form structures for WCAG 2.1 Level AA conformance
- Guidance on accessible content structure and document publishing practices

Design and development recommendations will prioritize semantic structure, keyboard operability, focus management, and interaction patterns that align with both WCAG 2.1 Level AA and emerging WCAG 2.2 success criteria, reducing the need for significant structural changes in the future.

### **Outcome:**

Accessibility is built into the site architecture and components, reducing the need for extensive remediation later and supporting future compliance updates.

## **Phase 3 – Content Migration & Document Accessibility Setup**

- Support accessible migration of existing public-facing content
- Initial inventory and classification of publicly available documents
- Establishment of document accessibility workflows aligned with DOJ guidance
- Begin remediation of required documents in coordination with OHPA priorities

### **Outcome:**

Public content and required documents are prepared for compliance, with clear processes in place for ongoing document management.

## **Phase 4 – Final Accessibility Testing & Certification**

- Comprehensive accessibility testing of the newly completed website
- Manual WCAG 2.1 Level AA testing
- Keyboard-only navigation testing
- Assistive-technology testing
- Documentation of results and verification

Upon successful completion, ADA Ally will execute the ADA Compliance Certificate (Appendix C).

### **Outcome:**

Verified compliance with WCAG 2.1 Level AA and DOJ ADA Title II requirements.

## Phase 5 – Training, Launch Support & Ongoing Compliance

- Delivery of accessibility training tailored to OHPA staff roles
- Distribution of a plain-language ADA digital compliance guide
- Post-launch advisory support as needed
- Recommended twice-yearly accessibility audits and post-change reviews (on an as-needed basis between regularly scheduled audits)

### Outcome:

OHPA staff are equipped to maintain accessibility over time, with a site structure and workflows designed to accommodate future WCAG updates.

### Projected Timeline (Estimated)

Phase	Estimated Duration
Discovery & Accessibility Planning	2 weeks
Design & Development (with accessibility support)	8 weeks
Content Migration & Document Setup	Concurrent with development
Final Testing & Certification	2 weeks
Training & Launch Support	Prior to or immediately following launch

Final scheduling will be coordinated with OHPA and adjusted as needed to align with design, development, and content readiness. Work will be completed by April 26, 2027.

## ADA Compliance Strategy (Tools, Methods, and Testing Protocols)

ADA Ally LLC will implement an ADA compliance strategy designed to ensure the OHPA website and associated digital content meet WCAG 2.1 Level AA and DOJ ADA Title II requirements, while supporting sustainable, long-term compliance and future regulatory updates.

The strategy emphasizes manual testing, assistive-technology validation, and repeatable workflows, rather than reliance on automated tools alone.

## **Standards & Regulatory Alignment**

Accessibility work will be aligned with the following standards and guidance:

- WCAG 2.1 Level AA
- DOJ ADA Title II Final Rule (28 CFR Part 35)
- Appendix A – ADA Compliance Checklist
- Appendix B – Exceptions
- Applicable Florida public-sector transparency requirements

Design and development guidance will avoid structural patterns that would create barriers to future upgrades, including a potential transition to WCAG 2.2 Level AA.

## **Testing Methodology**

ADA Ally uses a layered testing approach to ensure accuracy and legal defensibility:

### **Manual Testing**

- Review of semantic structure, headings, landmarks, lists, and tables
- Verification of form labels, instructions, and error handling
- Evaluation of focus order, visibility, and keyboard operability
- Review of interactive components and dynamic content

### **Keyboard-Only Testing**

- Full site navigation using keyboard input only
- Validation of logical tab order and focus management
- Identification of keyboard traps or inaccessible interactions

### **Assistive Technology Testing**

- Screen reader testing using industry-standard tools (e.g., NVDA, JAWS, VoiceOver)
- Verification of accessible names, roles, states, and announcements
- Evaluation of real-world usability for non-visual users

### **Automated Testing**

- Use of automated tools (e.g., axe, WAVE, Lighthouse) to supplement manual testing
- Automated results used for coverage and regression checking, not as a substitute for manual evaluation

## **Issue Documentation & Verification**

All identified accessibility issues will be:

- Documented with references to the applicable WCAG success criteria
- Described in clear, developer-ready language
- Verified after remediation through re-testing

Testing documentation will be suitable for internal records, regulatory review, or legal inquiry.

## **CMS & Content Workflow Validation**

ADA Ally will validate that:

- CMS templates support accessible publishing
- Content entry workflows do not introduce accessibility barriers
- Staff publishing practices align with accessibility requirements

Guidance will be provided to reduce the likelihood of future compliance regressions.

## **Document Accessibility**

Accessibility obligations are based on how documents are used, not just when they were created or posted.

We can help identify which documents are required to meet DOJ accessibility requirements, but this assessment requires your input to confirm whether a document is current, active, relied on, or required for public participation.

Not all PDFs are equal. Some can be remediated quickly; others require substantial manual work.

Factors that increase time and complexity include:

- Scanned documents requiring OCR
- Missing or incorrect tagging
- Complex tables or nested tables
- Forms with unlabeled fields
- Charts, maps, or diagrams needing text alternatives
- Inconsistent reading order across pages
- Multi-column layouts or mixed content types

Automated tools cannot reliably fix many problems, which is why remediation time can vary significantly between documents.



Although we use automated tagging tools to make the process more efficient, many issues, such as identifying lists within data, require manual remediation due to the inability of automated tools to properly ensure compatibility with screen readers and other assistive technologies.

An attached spreadsheet ([ADA Ally Port of Fernandina PDF Assessment](#)) lists the PDF documents identified on your site that likely require accessibility remediation. Each entry includes page count, an estimated remediation complexity, and a brief note about the type of content that adds complexity.

If source files (Word Doc, Excel, etc) are available, it can make the remediation process easier. But this proposal assumes we are working from the documents currently available on the site.

ADA Ally's document accessibility approach aligns with DOJ guidance and focuses on:

- Manual remediation of required public-facing documents
- Establishment of document accessibility workflows
- Staff training to improve accessibility at the source
- Ongoing remediation support through a retainer model

Documents qualifying for DOJ exceptions will be handled in accordance with Appendix B requirements.

## **Compliance Verification & Certification**

Upon completion of testing and remediation, ADA Ally will verify conformance with WCAG 2.1 Level AA and execute the ADA Compliance Certificate (Appendix C). Certification reflects compliance at the time of testing and excludes permitted exceptions under DOJ guidance.

## **Ongoing Compliance Strategy**

To support long-term compliance, ADA Ally recommends:

- Twice-yearly accessibility audits
- Post-change accessibility reviews following major updates
- On-call advisory support for new content or features

This approach supports continued compliance as the site evolves and as accessibility standards and enforcement expectations change.

# Cost Proposal

BizBolster Web Solutions, LLC and ADA Ally LLC propose a **hybrid pricing model** combining fixed-fee, hourly, and retainer-based services. This structure provides cost transparency while allowing flexibility to adjust scope based on actual needs identified during discovery and implementation.

## Website Design and Development

Service	Description	Cost
Website Design and Development for New Website	Full design and creation of easy-to-maintain 8-page website on the Duda platform with all relevant information from existing website to be included	\$4,500

## Website Accessibility Services

Service	Cost
Accessibility consulting during redesign & development	\$750
Final accessibility testing & WCAG 2.1 AA verification	\$950
ADA Compliance Certificate (Appendix C)	\$120

## Training & Documentation

Service	Description	Cost
Accessibility training & plain-language ADA compliance guide	2 live 1-hour remote training sessions, self-paced training materials, and customized plain-language ADA guide	\$500

## Document Accessibility – Initial Effort

Service	Estimated Effort	Rate/Cost
Document inventory & classification	1 Day	\$200
PDF document remediation (initial docs*)	Industry benchmark ≈ \$7-\$15/page (\$80/hr)	\$980

**\*Initial docs include: operating agreement, most recent budget, most recent tonnage report, most recent agenda, ethics statement, and the tariff and fee schedule.**

## Ongoing Document Accessibility & Support

Service	Description	Cost
Future document remediation	As needed	\$80/hour
On-call accessibility advisory support	As needed	\$100/hour

## Optional Ongoing Compliance Services

Service	Cost
Semiannual accessibility audits	\$400 per audit
Post-change accessibility reviews	\$80/hour (included with semiannual audits)

## Cost Assumptions & Notes

- Costs are based on projected scope and may be refined following initial discovery and document review.
- Document remediation estimates reflect current document volume and expected publishing cadence.
- Monthly retainer levels may be adjusted over time based on document complexity and staff adoption of accessible authoring practices.
- All services are billed only as authorized and performed.

## References

- [Village of Spencerport](#) (Spencerport, NY)
  - Jackie Sullivan
  - 585-721-9670
  - jsullivan@spencerport.gov
- [Oakland San Francisco Bay Airport](#) (Oakland, CA)
  - Renée Deinken
  - renee@alpenlily.com
- [Central Platte Fire Protection District](#) (Platte City, MO)
  - Troy Miller
  - 816-522-1064
  - tmiller@centralplattefire.com

## Deliverables & Accountability Matrix

#	Deliverable	Description	Responsible Party	Delivery Timing
1	Project Kickoff & Coordination	Project kickoff, roles, communication cadence, and schedule confirmation	BizBolster Web Solutions, LLC	Week 1
2	Accessibility Planning & Requirements Alignment	Accessibility requirements integrated into project planning and design standards	ADA Ally LLC	Week 1
3	Abbreviated Accessibility Review of Existing Site	Identification of recurring accessibility issues to be avoided in new build	ADA Ally LLC	Week 1
4	Information Architecture & Content Strategy	Site structure, navigation, and content organization	BizBolster Web Solutions, LLC	Weeks 1–3
5	Design & UX Development	Visual design, page layouts, and user experience design	BizBolster Web Solutions, LLC	Weeks 2–6
6	Accessibility Consulting During Design & Development	Ongoing guidance to ensure WCAG 2.1 Level AA–compliant templates, components, and interactions	ADA Ally LLC	Weeks 2–8
7	CMS Configuration & Development	CMS setup, template development, and functionality implementation	BizBolster Web Solutions, LLC	Weeks 3–7
8	CMS Accessibility Validation	Review of CMS templates and publishing workflows for accessibility support	ADA Ally LLC	Weeks 3–6

9	Content Migration	Migration of existing public-facing content to the new site	BizBolster Web Solutions, LLC	Weeks 5–7
10	Content & Form Accessibility Review	Validation of public-facing content and forms for accessibility	ADA Ally LLC	Weeks 5–8
11	Document Inventory & Classification	Review of publicly available documents to determine remediation, exception, or archival status	ADA Ally LLC	Weeks 2–3
12	Initial PDF Document Remediation	Remediation of required public-facing documents	ADA Ally LLC	Weeks 3–8 (prioritized)
13	Ongoing Document Remediation Support	Monthly remediation of new and prioritized existing documents	ADA Ally LLC	Ongoing (retainer)
14	Pre-Launch QA & Readiness	Final content review and launch preparation	BizBolster Web Solutions, LLC	Week 8
15	Final Website Accessibility Testing	Manual, keyboard, assistive-technology, and automated testing	ADA Ally LLC	Weeks 8–9
16	Accessibility Test Documentation	Written documentation of testing methods and results	ADA Ally LLC	Week 9
17	ADA Compliance Certificate (Appendix C)	Certification of WCAG 2.1 Level AA and DOJ Title II compliance	ADA Ally LLC	Week 9
18	Website Launch	Deployment of the new public website	BizBolster Web Solutions, LLC	Week 9
19	Accessibility Training Sessions	Live remote training sessions tailored to OHPA staff roles	ADA Ally LLC	Weeks 9–10
20	Plain-Language ADA Compliance Guide	Customized reference guide for ongoing accessibility compliance	ADA Ally LLC	Week 10
21	On-Call Accessibility Advisory	Advisory support for accessibility questions and changes	ADA Ally LLC	As needed
22	Semiannual Accessibility Audits (Optional)	Periodic audits to verify ongoing compliance	ADA Ally LLC	Every 6 months
23	Post-Change Accessibility Reviews (Optional)	Targeted reviews following major updates	ADA Ally LLC	As needed

Work will be completed by April 26, 2027.

## **Accountability Notes**

- BizBolster Web Solutions, LLC is the main point of contact and is responsible for project management, website strategy, design, CMS implementation, content migration, and launch.
- ADA Ally LLC is responsible for accessibility consulting, testing, documentation, training, document remediation, and certification.
- Accessibility certification reflects compliance at the time of testing and excludes permitted exceptions under DOJ guidance.
- Timelines may be adjusted based on content readiness, client feedback cycles, and final scope. Work will be completed by April 26, 2027.

## Executive Summary

Refetch LLC proposes a focused redesign of the Ocean Highway and Port Authority of Nassau County public website for a fixed price of **\$8,000**. The engagement delivers a clean, accessible two-page public website built on the existing Wix platform, with commissioner information and public inquiry contact elements treated as in-scope.

Accessibility work will bring **in-scope deliverables into WCAG 2.1 Level AA conformance at the time of delivery**, consistent with the RFP and Addenda. This includes an accessibility audit, remediation of the two HTML pages, remediation of a limited set of public-facing documents confirmed by OHPA during kickoff, verification testing, documentation, execution of Appendix C, and a short Exception Handling Plan.

The redesigned website will include **advanced search functionality**, limited in scope and appropriate for a small site. Search will index the two HTML pages and the limited set of OHPA-confirmed public-facing PDF and DOC documents only, using Wix-supported capabilities and or a hosted search component suitable for this scale.

A **45-day fixed-term post-launch accessibility monitoring period** is included. Monitoring is non-intrusive and limited to automated scans and targeted spot checks of the public production website. No ongoing compliance guarantees or enforcement of staff-created content are implied.

Delivery is expected within **three to six weeks**, using a simple, linear approach with up to three structured design review checkpoints for confirmation and alignment. One administrative staff user will manage the site after launch, supported by brief handoff guidance and documentation.

### Pricing summary and Cost Breakdown

- Website design, build, and Wix configuration
- Accessibility audit, remediation, testing, documentation, Appendix C execution
- Limited document remediation for confirmed public-facing documents
- Advanced search configuration within defined scope
- 45-day fixed-term post-launch accessibility monitoring

**Total fixed price: \$8,000**

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## Vendor Context and Public-Sector Experience

Refetch LLC is a Florida-based digital services firm focused on public-sector work, with an emphasis on practical delivery and accessibility awareness. The company currently supports one active, long-term public-sector deployment relevant to this engagement.

### Public-Sector Reference

Candias McCrory

Okeechobee County Tax Collector

Email: cmccrory@okeetc.com

Phone: 863-763-3421 x4144

Refetch supports DriveFlorida, a live public-facing appointment management platform used by county staff and the public within a Florida county environment. This experience informs the firm's approach to clarity, accessibility discipline, and risk-controlled delivery for government entities.

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## Proposed Scope of Work

The scope of work includes:

- Design and build or rebuild of a **two-page public-facing website** using the existing Wix platform
- Inclusion of **commissioner information** presented within the two-page structure as defined sections or components
- Inclusion of **public inquiry contact elements**, such as contact links or forms provided by OHPA
- Clear navigation, headings, and content structure suitable for public use
- Wix configuration to support ongoing updates by **one administrative staff user**

The scope does not include additional public pages beyond the two-page structure.

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## Accessibility Approach



Accessibility applies to **in-scope deliverables only** and is evaluated at the time of delivery.

- WCAG 2.1 Level AA conformance for the two HTML pages
- Accessibility audit and remediation for HTML content
- Remediation of a **limited set of documents** only, defined as documents that OHPA confirms during kickoff will remain public-facing after launch
- Archived materials, third-party content, and externally hosted documents are excluded

Accessibility activities include:

- Automated testing
- Manual keyboard testing
- Screen reader spot checks
- Accessibility documentation and reporting
- **Execution of Appendix C** in the form required by the RFP

An **Exception Handling Plan** will be delivered as a short document describing how OHPA can respond to requests for accessible versions of content that falls outside the defined scope. Responsibility for accessibility of content changes made after delivery transfers to OHPA upon launch.

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## Advanced Search

The redesigned website will include **advanced search functionality** appropriate to a small, two-page site.

- Search will index the two HTML pages and the limited set of OHPA-confirmed public-facing PDF and DOC documents using Wix-supported capabilities or a compatible hosted search component appropriate to this scale.
- Indexing is limited to approved, public-facing content only

No enterprise-level search, open-ended indexing, or automated ingestion of additional content is assumed.

## Project Approach and Timeline

The project will follow a simple, linear delivery model.

### Estimated timeline: 3 to 6 weeks

1. **Kickoff**  
Confirm scope, content inventory, document list for remediation, roles, and schedule.
2. **Design and Build**  
Develop the two-page website and configure content within Wix.
3. **Design Review Checkpoints**  
Up to **three structured design review checkpoints** to confirm layout, content placement, and accessibility alignment. These checkpoints are for confirmation and alignment, not unlimited revision cycles.
4. **Final Approval and Launch**  
Apply final updates, launch the website, and begin post-launch monitoring.

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## Deliverables

The engagement will include:

- Live two-page public-facing website on the Wix platform
- Accessibility audit and remediation for in-scope content
- Limited document remediation for OHPA-confirmed public-facing documents
- Advanced search configured within defined scope
- Accessibility documentation and testing summary
- Executed Appendix C
- Exception Handling Plan

- Accessibility checklist and brief handoff guidance
  - 45-day fixed-term post-launch accessibility monitoring
- 

## Pricing

**Fixed Price: 8,000 USD**

This price includes all work described in this proposal. No optional add-ons, upgrades, or future obligations are implied beyond the defined scope.

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## Public Records Acknowledgement

Refetch LLC acknowledges that work performed for the Ocean Highway and Port Authority of Nassau County may be subject to Florida public records requirements and will comply with applicable obligations as required by law.



## **Port Incidents**

### **\*Summary Cost**



AOM Ocean Highway &amp; Port Authority &lt;admin@portoffernandina.org&gt;

## Fw: Summary of Cost related to Allied/Security Breaches

AOM Ocean Highway & Port Authority <admin@portoffernandina.org>  
 To: AOM Ocean Highway & Port Authority <admin@portoffernandina.org>

Fri, Jan 16, 2026

**From:** Travis Zittrauer <traviszittrauer@relayterminals.com>  
**Sent:** Friday, January 16, 2026 9:47 AM  
**To:** Ted McNair <tedmcnair@relayterminals.com>  
**Subject:** Summary of Cost related to Allied/Security Breaches

Ted,

Below is a list of costs for the security breaches.

Attachment 1 - Invoice 20252133 in the amount of **\$380.00** for the video footage after the first security breach.

Attachment 2 - Invoice 20252135 in the amount of **\$570.00** for the video footage after the second breach.

Attachment 3 - USCG Notice of Violation in the amount of **\$3,000.00**.

Attachment 4 - USCG Facility Inspection Requirements (no monetary value). I just wanted you to have everything pertaining to both breaches.

Attachment 5 - email thread with cost for the services of Nick LaFleur to perform the 33 CFR 105.305 Facility Security Assessment (due by 1.23.2026) in the amount of **\$3,850.00** plus approximately **\$500** in expenses.

We are looking at approximately **\$8,300** not including what we spent on the metal fencing we attached to the interchange gate and the barbed wire we purchased.

TZ

**Travis Zittrauer**  
 General Manager  
 501 N 3rd St  
 Fernandina Beach, FL 32034  
 M: 904 525 2606  
 relayterminals.com



----- Forwarded message -----

**From:** Nick LaFleur <nick@mtsa247.com>  
**To:** Travis Zittrauer <traviszittrauer@relayterminals.com>  
**Cc:** Phillip Wojnaroski <phillipwojnaroski@relayterminals.com>  
**Bcc:**  
**Date:** Mon, 5 Jan 2026 19:21:30 +0000  
**Subject:** Re: Faculty security Assessment Cost  
 Rec'd Thank you.  
 n

On Jan 5, 2026, at 13:58, Travis Zittrauer <traviszittrauer@relayterminals.com> wrote:

Please see attached.

<image994926.png>

**Travis Zittrauer**  
 General Manager  
 501 N 3rd St

Fernandina Beach, FL 32034

M: 904 525 2606

relayterminals.com

<image202190.png>

<image628726.png>

**From:** Phillip Wojnaroski <phillipwojnaroski@relayterminals.com>  
**Sent:** Monday, January 5, 2026 2:50 PM  
**To:** Nick LaFleur <nick@mtsa247.com>  
**Cc:** Travis Zittrauer <traviszittrauer@relayterminals.com>  
**Subject:** RE: Faculty security Assessment Cost

Good afternoon Nick