

RFP- Website Redesign and ADA Compliance

Addendum 10\_12.29.2025

Questions for Clarification:

1. The RFP evaluation criteria prioritize “Government Experience” and “Past Performance” with public-sector clients. Could OHPA please clarify if demonstrated, verifiable expertise in achieving WCAG 2.1 AA compliance for complex, content-heavy websites is considered an acceptable substitute for direct government experience? **OPHA will take that into account.**
2. Will the selected vendor be required to provide and manage website hosting as part of this engagement, or does OHPA have a preferred hosting environment (e.g., State of Florida server, existing contract) that the vendor must deploy to? If hosting is a vendor responsibility, are there specific State of Florida cybersecurity or data residency standards that must be met? **OPHA is open to vendor recommendations to achieve full ADA compliance. Vendor must do its due diligence regarding the State of Florida cybersecurity or data residency standards.**
3. The RFP references expertise but does not list mandatory vendor certifications (e.g., IAAP CPACC, WAS). Can OHPA confirm that no specific accessibility professional certifications are mandatory for the award, and that the vendor’s proven methodology, testing protocols, and the final notarized ADA Compliance Certification (Appendix C) are the primary validation tools? **OPHA will take that into consideration.**
4. To prepare an accurate cost proposal, can OHPA provide a reasonable estimate of the number of existing public-facing documents (PDFs, Word, Excel files) that will

require accessibility remediation? OHPA intends to streamline and reduce the scope of its website content and limit its website to two (2) pages only.

5. The RFP mentions “compliance” Does OHPA anticipate needing a formal post-launch accessibility monitoring service (e.g., quarterly automated scans, manual spot-checks) from the vendor, or is this expected to be handled internally after training? **Yes, OHPA will need a post-launch accessibility monitoring service for a limited time after the initial launch of the redesigned and ADA compliant website.**

6. Can OHPA list the key technologies currently in use that the new website must interface with? This includes but is not limited to: any existing CMS, online payment processors, calendar/meeting software, document repositories, email marketing systems, or social media platforms. **This includes ensuring that the interface elements on each Commissioner’s individual webpage, especially the public inquiry features associated with their designated email addresses, meet WCAG 2.1 AA accessibility criteria. All form fields, labels, interactive components, and communication pathways must be perceivable, operable, understandable, and robust for users with disabilities.**

7. Who will manage the domain name (portoffernandina.org) and SSL certificates post-launch? **Currently, the domain name is managed by the website host (WIX) linked to Google Workplace. OHPA is open to vendor recommendations. Will the vendor be granted administrative access for setup, or will this be handled by OHPA or a third-party IT provider? Yes, the vendor will be provided access for system setup, which will occur under the direct supervision of the Administrative Office Manager. This supervised access will also serve as training for internal staff.**

8. To tailor training effectively, can you indicate the approximate number of OHPA staff who will be primary CMS users/content creators, and their general level of technical comfort? **The OHPA Administrative Office Manager is the sole user with intermediate level of technical knowledge.**