

Questions and Answers for IVCC Website Accessibility Mandate RFP2026-P01 - #5

1. Comprehensive Accessibility Audit

- What is the underlying technology behind IVCC's websites?
 - Pages are maintained by a third-party service through Modern Campus CMS. Other pages are created ad hoc for various projects, mainly on the intranet.
- When it comes to remediation (i.e., addressing the audit findings), what is the resource capacity and maturity of IVCC's development team?
 - We have one person who is familiar with accessibility issues and does the technical part of the site.
- Accessibility firms need to perform a preliminary scoping exercise to understand the size and complexity of a digital asset in order to price it accordingly. 4 of your websites are password-protected (Brightspace, Student Self-Service Portal, Help Desk System, and the Internal Intranet and Associated Services); when can we receive credentials to a sandbox environment with dummy data?
 - Access can be granted to the chosen vendor.

2. Training and Knowledge Transfer

- What are the various roles and responsibilities for the IVCC resources who need this training?
 - Content editors who are assigned the additional task of working on their department pages who can be administrative assistants and management.
- What is the accessibility maturity of the IVCC resources that need training?
 - Little to no knowledge of understanding of accessibility.
- How many IVCC resources require accessibility training?
 - 10 people.

3. Ongoing Support Services

- For monitoring, what is the size/scale of IVCC's digital infrastructure? Clients are typically able to provide a page count for the sake of pricing monitoring solutions. Consider that when it comes to web/HTML, a URL count is sufficient. When it comes to PDFs that live on the web, the number of documents is adequate (a count of the total number of pages across documents is not necessary)?
 - ~2200 PDFs

Public-Facing Websites:

- ~11,200 content items - Main Institution Site: <https://www.ivcc.edu/>
- ~50 content items Athletics Department: <https://www.ivcceagles.com/landing/index>
- ~100 content items - College Bookstore: <https://ivcc.ecampus.com/>
- ~100 content items - Academic Catalog: <https://ivcc.smartcatalogiq.com/en/>
- ~100 content items - Continuing Education Catalog: <https://ivccce.augusoft.net/>
- ~50 content items - Library Resources: <https://libguides.ivcc.edu/library>
- ~5 content items - Admissions Portal: <https://admissions.ivcc.edu/apply/>
- ~15,000 content items - Student Publications: <https://rivercurrentsivcc.com/> and <https://ivleader.com/>
- ~50 content items - Student Portal: <https://you.ivcc.edu/>

Password-Protected Systems:

- ~20 content items - Learning Management System (Brightspace):
<https://www.ivcc.edu/brightspace/>
- ~5 content items - Student Self-Service Portal: <https://www.ivcc.edu/selfservice/>
- ~15 content items - Help Desk System: <https://ivcc.happyfox.com/>
- ~3981 content items - Internal Intranet and Associated Services:
<https://www.ivcc.edu/intranet/>

4. Required Deliverables

- Is this section stating that respondents must provide a sample accessibility scan report, or that an accessibility scan report is an expected outcome from the engagement?
 - A sample accessibility scan report should be submitted.

5. Vendor Qualifications & Requirements

- Case Study Requirements: Deque's clients are under NDA and, as is the nature of the public sector, must generally avoid endorsing a partnership. This is to say that references are possible, but case studies with EDUs are few and far between. Is a thorough response to 5.2 (references) sufficient?
 - Other case studies/references that are public would be acceptable for submissions. If you can indicate how many higher education institutions you have worked with in the past while stating that they are under NDA, that would be helpful from an industry expertise perspective.

6. Overall

- What is the budget IVCC has set aside for this initiative? We are happy to propose a phased approach, taking into account available funding and outlining future budget requests.
 - We are looking for comprehensive budgets/proposals so we can determine the best way to move forward with this initiative, but phased/multi-year budget approaches are appreciated.