

Addendum No. 1 to RFP# 26-54



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Procurement and Contracting Services
JAKE WILSON
MAYOR

To: All Parties on Record with the City of Somerville as Holding
RFP #26-54 Digital Document Accessibility Services

From: Thupten Chukhatsang, Senior Procurement Manager

Date: 3/18/2026

Re: Questions and Answers

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Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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#	Question	Answer
1.	<p>The RFP indicates that the selected solution must support automated accessibility remediation for existing and newly published PDF documents across unlimited City websites and subsites; however, the solicitation does not provide an estimate of the number of PDF documents or the approximate number of PDF pages currently in scope for remediation. Could the City provide an estimate of the total number of PDF documents and/or the approximate number of PDF pages that may require remediation during the contract period? Additionally, given that the RFP establishes a budget cap but does not specify document volume, would the City consider evaluating price proposals based on unit pricing (e.g., cost per PDF page remediated) or a similar measurable unit, so that proposals can be evaluated fairly and proportionally based on actual document volumes?</p>	<p>The City does not currently nor will it have a precise inventory of the total number of PDF documents or pages that may require remediation. The intent of this RFP is to procure a scalable, unlimited use solution capable of supporting accessibility remediation for documents across City websites and subsites as needed to ensure ongoing compliance with federal ADA requirements regardless of document quantity.</p> <p>Proposers should structure their pricing in a manner that clearly explains how services will be delivered within the established contract budget cap. Vendors should propose unlimited usage pricing models similar to other software such as word processing or presentation software that offers a time-based subscription (such as annual or monthly) and does not charge per use.</p>
2.	<p>How many City websites, subsites, or document repositories are currently in scope, and what CMS platforms (e.g., Drupal, WordPress, CivicPlus, SharePoint) host them?</p>	<p>The City’s primary public website is hosted on the Drupal CMS platform. Subsites are currently primarily on WordPress with one on CivicPlus, but this could evolve. The selected solution must be capable at a minimum of supporting Drupal and WordPress. Vendors should describe their platform compatibility and integration capabilities within their proposals.</p>
3.	<p>Which languages should the solution support, and does the City have priority languages based on community demographics?</p>	<p>The City of Somerville serves a diverse multilingual community. While English remains the primary language of City communications, the City regularly provides materials in additional languages. Vendors should describe the languages supported by their solution and the flexibility of their platform to support multilingual document accessibility. Preference will be given to solutions that support commonly used languages within diverse communities. In Somerville our primary languages are English, Spanish, Portuguese, Haitian Kreyol, Nepali, and Mandarin.</p>

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4.	Should automated translations meet a specific accuracy standard, and does the City expect human review or post-editing for any languages?	The City expects translation tools to meet common machine translation industry standards for high level of accuracy suitable for public-facing government communications. Vendors should describe their translation methodology, accuracy standards, and whether their solution supports optional human review or post-editing where necessary. Human review is however not required.
5.	Does the City expect the solution to perform fully automated remediation only, or should vendors include optional manual remediation for complex documents (e.g., scanned PDFs, forms, or tables)?	The City is primarily seeking a solution capable of automated accessibility remediation for standard documents. However, vendors may also describe optional services for manual remediation of complex documents (e.g., scanned documents, forms, or complex tables) if such services are available or if such steps are necessary for us to take when using the software.
6.	What type of accessibility reporting does the City expect (e.g., dashboards, compliance metrics, remediation logs, or audit reports), and how frequently should these reports be delivered?	The City expects the selected solution to provide reporting tools that allow staff to monitor document accessibility compliance and remediation activity. Vendors should describe available reporting features such as dashboards, compliance metrics, remediation logs, or audit reports, as well as any reporting frequency or export capabilities supported by their platform.

---- End of Addendum ----