



**CLACKAMAS COUNTY
PERSONAL SERVICES CONTRACT
Contract # 0000001823**

This Personal Services Contract (this "Contract") is entered into between **V Group Inc.** ("Contractor"), and Clackamas County, a political subdivision of the State of Oregon ("County"), for the purposes of providing **On-Call ADA Compliance and Web Accessibility Support**.

ARTICLE I.

- 1. Effective Date and Duration.** This Contract shall become effective upon signature of both parties and shall remain in effect until **June 30, 2029** or until completion of all obligations provided herein, whichever is later.
- 1. Scope of Work.** The Contractor shall provide the goods and services identified in **Exhibit A** (the "Work"), attached hereto and incorporated by reference herein. Work shall be performed in accordance with a schedule approved by the County.

Contractor agrees to perform the Work on behalf of the County and the following entities: Water Environment Services, North Clackamas Parks and Recreation District, the Development Agency of Clackamas County, the Housing Authority of Clackamas County, and any special district or urban renewal agency that follows the County's Local Contract Review Board rules and is approved by the County, in writing, to receive the Work under this Contract.

This Contract is on an "on-call" or "as-needed basis" for Work. When the County wishes Contractor to perform the Work, the County will submit an official County Task Order form (found at: <https://www.clackamas.us/finance/terms.html>) detailing the scope of Work, the entity on whose behalf the Work will be performed, and the total compensation, pursuant to the fee schedule set forth in this Contract. Contractor may not perform Work until the County Task Order form has been executed by the parties. In the event a project authorized under the County Task Order extends beyond the expiration of this Contract, the County Task Order shall remain in effect under the terms of this Contract until the completion or expiration of the authorized task.

No task order shall modify or amend the terms and conditions of this Contract.

The County Contract administrator for this Contract is the County Procurement and Contract Services Division. For each authorized Task Order, a project-specific department representative shall be identified for coordination of the work.

- 2. Consideration.** The maximum amount County may pay Contractor, from available and authorized funds, for performing the Work during the entire three (3) year term of the Contract shall not exceed **One Hundred Fifty Thousand Dollars (\$150,000.00)**. Because this is an on-call or as-needed contract, and the exact amount of Work needed, if any, is unknown, nothing herein shall be construed as a promise to pay Contractor the full \$150,000.00 authorized herein. Consideration rates are on a time and materials basis in accordance with the rates and costs specified in **Exhibit B**. If any interim payments to Contractor are made, such payments shall be made only in accordance with the schedule and requirements in Exhibit B.
- 3. Invoices and Payments.** Unless otherwise specified, Contractor shall submit monthly invoices for Work performed. Invoices shall describe all Work performed with particularity, by whom it was performed, and shall itemize and explain all expenses for which reimbursement is claimed. The invoices shall include the total amount billed to date by Contractor prior to the current invoice. If Contractor fails to present invoices in proper form within sixty (60) calendar days after the end of the

month in which the services were rendered, Contractor waives any rights to present such invoice thereafter and to receive payment therefor. Payments shall be made to Contractor within forty-five (45) days following the County's review and approval of invoices submitted by Contractor. Contractor shall not submit invoices for, and the County will not be obligated to pay, any amount in excess of the maximum compensation amount set forth above. If this maximum compensation amount is increased by amendment of this Contract, the amendment must be fully effective before Contractor performs Work subject to the amendment. Payment information will be reported to the Internal Revenue Service ("IRS") under the name and taxpayer ID number submitted. (See I.R.S. 1099 for additional instructions regarding taxpayer ID numbers.) Information not matching IRS records will subject Contractor payments to backup withholding.

Invoices shall reference the above Contract Number and be submitted to each department that requested services under this Contract.

4. **Travel and Other Expense.** Authorized: ☐ Yes ☒ No

If travel expense reimbursement is authorized in this Contract, such expense shall only be reimbursed at the rates in the County Contractor Travel Reimbursement Policy, hereby incorporated by reference and found at: <https://www.clackamas.us/finance/terms.html>. Travel expense reimbursement is not in excess of the not to exceed consideration.

5. **Contract Documents.** This Contract consists of the following documents, which are listed in descending order of precedence and are attached and incorporated by reference, this Contract, Exhibit A and Exhibit B.

6. **Contractor and County Contacts.**

Contractor Administrator: Rahul Prasad Phone: 609-371-5400 Email: ORBids@vgroupinc.com	County Administrator: A County Contract Administrator will be identified in each task order.
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Payment information will be reported to the Internal Revenue Service ("IRS") under the name and taxpayer ID number submitted. (See I.R.S. 1099 for additional instructions regarding taxpayer ID numbers.) Information not matching IRS records will subject Contractor payments to backup withholding.

ARTICLE II.

1. **Access to Records.** Contractor shall maintain books, records, documents, and other evidence, in accordance with generally accepted accounting procedures and practices, sufficient to reflect properly all costs of whatever nature claimed to have been incurred and anticipated to be incurred in the performance of this Contract. County and their duly authorized representatives shall have access to the books, documents, papers, and records of Contractor, which are directly pertinent to this Contract for the purpose of making audit, examination, excerpts, and transcripts. Contractor shall maintain such books and records for a minimum of six (6) years, or such longer period as may be required by applicable law, following final payment and termination of this Contract, or until the conclusion of any audit, controversy or litigation arising out of or related to this Contract, whichever date is later.
2. **Availability of Future Funds.** Any continuation or extension of this Contract after the end of the fiscal period in which it is written is contingent on a new appropriation for each succeeding fiscal period sufficient to continue to make payments under this Contract, as determined by the County in its sole administrative discretion.
3. **Captions.** The captions or headings in this Contract are for convenience only and in no way define, limit, or describe the scope or intent of any provisions of this Contract.

4. **Compliance with Applicable Law.** Contractor shall comply with all applicable federal, state and local laws, regulations, executive orders, and ordinances, as such may be amended from time to time.
5. **Counterparts.** This Contract may be executed in several counterparts (electronic or otherwise), each of which shall be an original, all of which shall constitute the same instrument.
6. **Governing Law.** This Contract, and all rights, obligations, and disputes arising out of it, shall be governed and construed in accordance with the laws of the State of Oregon and the ordinances of Clackamas County without regard to principles of conflicts of law. Any claim, action, or suit between County and Contractor that arises out of or relates to the performance of this Contract shall be brought and conducted solely and exclusively within the Circuit Court for Clackamas County, for the State of Oregon. Provided, however, that if any such claim, action, or suit may be brought in a federal forum, it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. In no event shall this section be construed as a waiver by the County of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court. Contractor, by execution of this Contract, hereby consents to the personal jurisdiction of the courts referenced in this section.
7. **Indemnity, Responsibility for Damages.** Contractor shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay which may be caused by, or result from, any act, omission, or neglect of Contractor, its subcontractors, agents, or employees. The Contractor agrees to indemnify and defend the County, and its officers, elected officials, agents, and employees, from and against all claims, actions, losses, liabilities, including reasonable attorney and accounting fees, and all expenses incidental to the investigation and defense thereof, arising out of or based upon Contractor's acts or omissions in performing under this Contract.

However, neither Contractor nor any attorney engaged by Contractor shall defend the claim in the name of County, purport to act as legal representative of County, or settle any claim on behalf of County, without the approval of the Clackamas County Counsel's Office. County may assume its own defense and settlement at its election and expense.

8. **Independent Contractor Status.** The service(s) to be rendered under this Contract are those of an independent contractor. Although the County reserves the right to determine (and modify) the delivery schedule for the Work to be performed and to evaluate the quality of the completed performance, County cannot and will not control the means or manner of Contractor's performance. Contractor is responsible for determining the appropriate means and manner of performing the Work. Contractor is not to be considered an agent or employee of County for any purpose, including, but not limited to: (A) The Contractor will be solely responsible for payment of any Federal or State taxes required as a result of this Contract; and (B) This Contract is not intended to entitle the Contractor to any benefits generally granted to County employees, including, but not limited to, vacation, holiday and sick leave, other leaves with pay, tenure, medical and dental coverage, life and disability insurance, overtime, Social Security, Workers' Compensation, unemployment compensation, or retirement benefits.
9. **Insurance.** Contractor shall secure at its own expense and keep in effect during the term of the performance under this Contract the insurance required and minimum coverage indicated below. The insurance requirement outlined below do not in any way limit the amount of scope of liability of Contractor under this Contract. Contractor shall provide proof of said insurance and name the County as an additional insured on all required liability policies. Proof of insurance and notice of any material change should be submitted to the following address: Clackamas County Procurement Division, 2051 Kaen Road, Oregon City, OR 97045 or emailed to the County Contract Analyst.

Required - Workers Compensation: Contractor shall comply with the statutory workers' compensation requirements in ORS 656.017, unless exempt under ORS 656.027 or 656.126.
☒ Required – Commercial General Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.
☒ Required – Professional Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per claim, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission or negligent acts.
☐ Required – Automobile Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per accident for Bodily Injury and Property Damage.

The policy(s) shall be primary insurance as respects to the County. Any insurance or self-insurance maintained by the County shall be excess and shall not contribute to it. Any obligation that County agree to a waiver of subrogation is hereby stricken.

- 10. Limitation of Liabilities.** This Contract is expressly subject to the debt limitation of Oregon counties set forth in Article XI, Section 10, of the Oregon Constitution, and is contingent upon funds being appropriated therefore. Any provisions herein which would conflict with law are deemed inoperative to that extent. Except for liability arising under or related to Article II, Section 13 or Section 20 neither party shall be liable for (i) any indirect, incidental, consequential or special damages under this Contract or (ii) any damages of any sort arising solely from the termination of this Contract in accordance with its terms.
- 11. Notices.** Except as otherwise provided in this Contract, any required notices between the parties shall be given in writing by personal delivery, email, or mailing the same, to the Contract Administrators identified in Article I, Section 7. If notice is sent to County, a copy shall also be sent to: Clackamas County Procurement, 2051 Kaen Road, Oregon City, OR 97045. Any communication or notice so addressed and mailed shall be deemed to be given five (5) days after mailing, and immediately upon personal delivery, or within 2 hours after the email is sent during County's normal business hours (Monday – Thursday, 7:00 a.m. to 6:00 p.m.) (as recorded on the device from which the sender sent the email), unless the sender receives an automated message or other indication that the email has not been delivered.
- 12. Ownership of Work Product.** All work product of Contractor that results from this Contract (the "Work Product") is the exclusive property of County. County and Contractor intend that such Work Product be deemed "work made for hire" of which County shall be deemed the author. If for any reason the Work Product is not deemed "work made for hire," Contractor hereby irrevocably assigns to County all of its right, title, and interest in and to any and all of the Work Product, whether arising from copyright, patent, trademark or trade secret, or any other state or federal intellectual property law or doctrine. Contractor shall execute such further documents and instruments as County may reasonably request in order to fully vest such rights in County. Contractor forever waives any and all rights relating to the Work Product, including without limitation, any and all rights arising under 17 USC § 106A or any other rights of identification of authorship or rights of approval, restriction or limitation on use or subsequent modifications. Notwithstanding the above, County shall have no rights in any pre-existing Contractor intellectual property provided to County by Contractor in the performance of this Contract except to copy, use and re-use any such Contractor intellectual property for County use only.
- 13. Representations and Warranties.** Contractor represents and warrants to County that (A) Contractor has the power and authority to enter into and perform this Contract; (B) this Contract, when executed and delivered, shall be a valid and binding obligation of Contractor enforceable in accordance with its terms; (C) Contractor shall at all times during the term of this Contract, be qualified, professionally

competent, and duly licensed to perform the Work; (D) Contractor is an independent contractor as defined in ORS 670.600; and (E) the Work under this Contract shall be performed in a good and workmanlike manner and in accordance with the highest professional standards. The warranties set forth in this section are in addition to, and not in lieu of, any other warranties provided. The Contractor shall be responsible for the technical accuracy of its services and documents resulting therefrom, and County shall not be responsible for discovering deficiencies therein. The Contractor shall correct such deficiencies without additional compensation except to the extent such action is directly attributable to deficiencies in information furnished by the County.

- 14. Survival.** All rights and obligations shall cease upon termination or expiration of this Contract, except for the rights and obligations set forth in Article II, Sections 1, 6, 7, 10, 12, 13, 14, 15, 17, 20, 21, 25, 27, 28, 32, 33, and 34, and all other rights and obligations which by their context are intended to survive. However, such expiration shall not extinguish or prejudice the County's right to enforce this Contract with respect to: (a) any breach of a Contractor warranty; or (b) any default or defect in Contractor performance that has not been cured.
- 15. Severability.** If any term or provision of this Contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular term or provision held to be invalid.
- 16. Subcontracts and Assignments.** Contractor shall not enter into any subcontracts for any of the Work required by this Contract, or assign or transfer any of its interest in this Contract by operation of law or otherwise, without obtaining prior written approval from the County, which shall be granted or denied in the County's sole discretion. In addition to any provisions the County may require, Contractor shall include in any permitted subcontract under this Contract a requirement that the subcontractor be bound by this Article II, Sections 1, 7, 8, 13, 16 and 27 as if the subcontractor were the Contractor. County's consent to any subcontract shall not relieve Contractor of any of its duties or obligations under this Contract.
- 17. Successors in Interest.** The provisions of this Contract shall be binding upon and shall inure to the benefit of the parties hereto, and their respective authorized successors and assigns.
- 18. Tax Compliance Certification.** The Contractor shall comply with all federal, state and local laws, regulation, executive orders and ordinances applicable to this Contract. Contractor represents and warrants that it has complied, and will continue to comply throughout the duration of this Contract and any extensions, with all tax laws of this state or any political subdivision of this state, including but not limited to ORS 305.620 and ORS chapters 316, 317, and 318. Any violation of this section shall constitute a material breach of this Contract and shall entitle County to terminate this Contract, to pursue and recover any and all damages that arise from the breach and the termination of this Contract, and to pursue any or all of the remedies available under this Contract or applicable law.
- 19. Terminations.** This Contract may be terminated for the following reasons: (A) by mutual agreement of the parties or by the County (i) for convenience upon thirty (30) days written notice to Contractor, or (ii) at any time the County fails to receive funding, appropriations, or other expenditure authority as solely determined by the County; or (B) if Contractor breaches any Contract provision or is declared insolvent, County may terminate after thirty (30) days written notice with an opportunity to cure.

Upon receipt of written notice of termination from the County, Contractor shall immediately stop performance of the Work. Upon termination of this Contract, Contractor shall deliver to County all documents, Work Product, information, works-in-progress and other property that are or would be deliverables had the Contract Work been completed. Upon County's request, Contractor shall

surrender to anyone County designates, all documents, research, objects or other tangible things needed to complete the Work.

- 20. Remedies.** If terminated by the County due to a breach by the Contractor, then the County shall have any remedy available to it in law or equity. If this Contract is terminated for any other reason, Contractor's sole remedy is payment for the goods and services delivered and accepted by the County, less any setoff to which the County is entitled.
- 21. No Third Party Beneficiaries.** County and Contractor are the only parties to this Contract and are the only parties entitled to enforce its terms. Nothing in this Contract gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Contract.
- 22. Time is of the Essence.** Contractor agrees that time is of the essence in the performance of this Contract.
- 23. Foreign Contractor.** If the Contractor is not domiciled in or registered to do business in the State of Oregon, Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State, Corporate Division, all information required by those agencies relative to this Contract. The Contractor shall demonstrate its legal capacity to perform these services in the State of Oregon prior to entering into this Contract.
- 24. Force Majeure.** Neither County nor Contractor shall be held responsible for delay or default caused by events outside the County or Contractor's reasonable control including, but not limited to, fire, terrorism, riot, acts of God, or war. However, Contractor shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall upon the cessation of the cause, diligently pursue performance of its obligations under this Contract.
- 25. Waiver.** The failure of County to enforce any provision of this Contract shall not constitute a waiver by County of that or any other provision.
- 26. Public Contracting Requirements.** Pursuant to the public contracting requirements contained in Oregon Revised Statutes ("ORS") Chapter 279B.220 through 279B.235, Contractor shall:
- a. Make payments promptly, as due, to all persons supplying to Contractor labor or materials for the prosecution of the work provided for in the Contract.
 - b. Pay all contributions or amounts due the Industrial Accident Fund from such Contractor or subcontractor incurred in the performance of the Contract.
 - c. Not permit any lien or claim to be filed or prosecuted against County on account of any labor or material furnished.
 - d. Pay the Department of Revenue all sums withheld from employees pursuant to ORS 316.167.
 - e. As applicable, the Contractor shall pay employees for work in accordance with ORS 279B.235, which is incorporated herein by this reference. The Contractor shall comply with the prohibitions set forth in ORS 652.220, compliance of which is a material element of this Contract, and failure to comply is a breach entitling County to terminate this Contract for cause.
 - f. If the Work involves lawn and landscape maintenance, Contractor shall salvage, recycle, compost, or mulch yard waste material at an approved site, if feasible and cost effective.
- 27. No Attorney Fees.** In the event any arbitration, action or proceeding, including any bankruptcy proceeding, is instituted to enforce any term of this Contract, each party shall be responsible for its own attorneys' fees and expenses.

28. Confidentiality. Contractor acknowledges that it and its employees and agents may, in the course of performing their obligations under this Contract, be exposed to or acquire information that the County desires or is required to maintain as confidential, including information that is protected under applicable law, including Personal Information (as “**Personal Information**” is defined in ORS 646A.602(12)).

Contractor agrees to hold any and all information that it is required by law or that the County marks as “Confidential” to be held in confidence (“**Confidential Information**”), using at least the same degree of care that Contractor uses in maintaining the confidentiality of its own confidential information, and will use the Confidential Information for no purpose other than in the performance of this Contract, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential.

Contractor agrees that, except as directed by the County, Contractor will not at any time during or after the term of this Contract, disclose, directly or indirectly, any Confidential Information to any person, and that upon termination or expiration of this Contract or the County’s request, Contractor will turn over to the County all documents, papers, records and other materials in Contractor’s possession which embody Confidential Information.

Contractor acknowledges that breach of this Contract, including disclosure of any Confidential Information, or disclosure of other information that, at law or in good conscience or equity, ought to remain confidential, will give rise to irreparable injury to the County that cannot adequately be compensated in damages. Accordingly, the County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of the County and are reasonable in scope and content.

Contractor agrees to comply with all reasonable requests by the County to ensure the confidentiality and nondisclosure of the Confidential Information, including if requested and without limitation: (a) obtaining nondisclosure agreements, in a form approved by the County, from each of Contractor’s employees and agents who are performing services, and providing copies of such agreements to the County; and (b) performing criminal background checks on each of Contractor’s employees and agents who are performing services, and providing a copy of the results to the County.

Contractor shall report, either orally or in writing, to the County any use or disclosure of Confidential Information not authorized by this Contract or in writing by the County, including any reasonable belief that an unauthorized individual has accessed Confidential Information. Contractor shall make the report to the County immediately upon discovery of the unauthorized disclosure, but in no event more than two (2) business days after Contractor reasonably believes there has been such unauthorized use or disclosure. Contractor’s report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the Confidential Information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the County.

Notwithstanding any other provision in this Contract, Contractor will be responsible for all damages, fines and corrective action (including credit monitoring services) arising from disclosure of such Confidential Information caused by a breach of its data security or the confidentiality provisions hereunder.

The provisions in this Section shall operate in addition to, and not as limitation of, the confidentiality and similar requirements set forth in the rest of the Contract, as it may otherwise be amended. Contractor's obligations under this Contract shall survive the expiration or termination of the Contract, as amended, and shall be perpetual.

29. Reserved.

30. Key Persons. Contractor acknowledges and agrees that a significant reason the County is entering into this Contract is because of the special qualifications of certain Key Persons set forth in the contract. Under this Contract, the County is engaging the expertise, experience, judgment, and personal attention of such Key Persons. Neither Contractor nor any of the Key Persons shall delegate performance of the management powers and responsibilities each such Key Person is required to provide under this Contract to any other employee or agent of the Contractor unless the County provides prior written consent to such delegation. Contractor shall not reassign or transfer a Key Person to other duties or positions such that the Key Person is no longer available to provide the County with such Key Person's services unless the County provides prior written consent to such reassignment or transfer.

31. Cooperative Contracting. Pursuant to ORS 279A.200 to 279A.225, other public agencies may use this Contract resulting from a competitive procurement process unless the Contractor expressly noted in their proposal/quote that the prices and services are available to the County only. The condition of such use by other agencies is that any such agency must make and pursue contact, purchase order, delivery arrangements, and all contractual remedies directly with Contractor; the County accepts no responsibility for performance by either the Contractor or such other agency using this Contract. With such condition, the County consents to such use by any other public agency.

32. Reserved.

33. Reserved.

34. Merger. THIS CONTRACT CONSTITUTES THE ENTIRE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO THE SUBJECT MATTER REFERENCED THEREIN. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, OR REPRESENTATIONS, ORAL OR WRITTEN, NOT SPECIFIED HEREIN REGARDING THIS CONTRACT. NO AMENDMENT, CONSENT, OR WAIVER OF TERMS OF THIS CONTRACT SHALL BIND EITHER PARTY UNLESS IN WRITING AND SIGNED BY ALL PARTIES. ANY SUCH AMENDMENT, CONSENT, OR WAIVER SHALL BE EFFECTIVE ONLY IN THE SPECIFIC INSTANCE AND FOR THE SPECIFIC PURPOSE GIVEN. CONTRACTOR, BY THE SIGNATURE HERETO OF ITS AUTHORIZED REPRESENTATIVE, IS AN INDEPENDENT CONTRACTOR, ACKNOWLEDGES HAVING READ AND UNDERSTOOD THIS CONTRACT, AND CONTRACTOR AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS.

Signature Page to Follow

By their signatures below, the parties to this Contract agree to the terms, conditions, and content expressed herein.

V Group Inc.

Vijay Palandurkar 6/9/2026

Authorized Signature Date

Vijay Kumar Palandurkar / CEO

Name / Title (Printed)

1764525-98

Oregon Business Registry #

FBC/New Jersey

Entity Type / State of Formation

Clackamas County

Ryan Rice 6/30/2026
Signature Date

Name: Ryan Rice

Title: Deputy Finance Director

Approved for Legal Sufficiency:

Amanda Kella 6/9/2026
County Counsel Date

EXHIBIT A
RFQ 2026-21 ON-CALL ADA COMPLIANCE AND WEB ACCESSIBILITY SUPPORT
PUBLISHED APRIL 9, 2026



Procurement Division
Public Services Building
2051 Kaen Road
Oregon City, OR 97045
(503) 742-5444 (Office)

REQUEST FOR QUOTES (RFQ) #2026-21

Issue Date: April 9, 2026

Project Name:	On-Call ADA Compliance and Web Accessibility Support		
Quote Due Date/Time:	April 23, 2026, 2:00 PM PST		
Procurement Analyst:	Juliana Snegireff	Email:	Jsnegireff@clackamas.us

SUBMIT QUOTES VIA EQUITY HUB'S BID LOCKER LOCATED AT
<https://bidlocker.us/a/clackamascountry/BidLocker>.

PLEASE NOTE: EMAIL SUBMISSIONS WILL NOT BE ACCEPTED.

1. ANNOUNCEMENT AND SPECIAL INFORMATION

Quoters are required to read, understand, and comply with all information contained within this Request for Quotes ("RFQ"). All quotes are binding upon Quoter for sixty (60) days from the Quote Due Date/Time. Quotes received after the Quote Due Date/Time may not be considered. If authorized in the RFQ and resulting contract, travel and other expense reimbursement will only be reimbursed in accordance with the Clackamas County Travel Reimbursement Policy in effect at the time the expense is incurred. The Policy may be found at <https://www.clackamas.us/finance/terms.html>.

RFQ Documents can be downloaded from OregonBuys at the following address: <https://oregonbuys.gov/bsa/> Document No. S-C01010-00016583. Prospective Quoters will need to sign in to download the information and that information will be accumulated for a Plan Holder's List. Prospective Quoters are responsible for obtaining any addenda or clarifying questions from OregonBuys.

Submitting Quotes: Bid Locker

Quotes will only be accepted electronically via a secure online submission service, Bid Locker. Email submissions to Clackamas County email addresses will no longer be accepted.

- A. Completed quote documents must arrive electronically via Bid Locker located at <https://bidlocker.us/a/clackamascountry/BidLocker>.
- B. Bid Locker will electronically document the date and time of all submissions. Completed documents must arrive by the deadline indicated above or as modified by Addendum.
LATE QUOTES WILL NOT BE ACCEPTED.
- C. Quoters must register and create a profile for their business with Bid Locker in order to submit for this project. It is free to register for Bid Locker.
- D. Quoters with further questions concerning Bid Locker may review the Vendor's Guide located at <https://www.clackamas.us/how-to-bid-on-county-projects>.

All questions regarding this RFQ are to be directed to the Procurement Analyst named above. Quoters may not communicate with County employees or representatives about the RFQ during the procurement process until the Procurement office has notified Quoters of the selected Quoter. Communication in violation of this restriction may result in rejection of a Quoter.

2. SCOPE

The County is seeking to contract with qualified vendors for the following services to ensure all electronic documents and digital materials are accessible to individuals with disabilities in accordance with the Web Content Accessibility Guidelines (“WCAG”) Version 2.1. Work may consist of the following items:

- Assistance with creation and remediation of documents and digital materials intended for public use.
- Provision of education and consulting services to train and support County staff in creating and remediating documents and digital materials.

WCAG 2 Overview | Web Accessibility Initiative (WAI) | W3C

<https://www.w3.org/WAI/standards-guidelines/wcag/>

Multiple contracts may be awarded as a result of this RFQ. If multiple contracts are awarded, the number of contracts awarded will be the sole determination of the County based on need.

On-Call Contract

The resulting Contract will be an “on-call” or “as-needed basis” for Work. Contractor agrees to perform the work on behalf of the County and the following entities: Water Environment Services, North Clackamas Parks and Recreation District, the Development Agency of Clackamas County, the Housing Authority of Clackamas County, and any special district or urban renewal agency that follows the County’s Local Contract Review Board rules and is approved by the County, in writing, to receive the work under the resulting contract.

When the County wishes Contractor to perform the Work, the Contractor shall provide a completed quote to the department representative, then the County will submit an official County Task Order form (found at: <https://www.clackamas.us/finance/terms.html>) detailing the scope of Work, the entity on whose behalf the Work will be performed, and the total compensation. Contractor may not perform Work until the County Task Order form has been fully executed by the parties. In the event a project authorized under the County Task Order extends beyond the expiration of this Contract, the County Task Order shall remain in effect under the terms of the resulting Contract until the completion or expiration of the authorized task. No task order shall modify or amend the terms and conditions of the resulting Contract.

For each authorized Task Order, a project-specific department representative shall be identified for coordination of the work. The County intends to award multiple contracts resulting from this RFQ.

Cooperative Contracting. Pursuant to ORS 279A.200 to 279A.225, other public agencies may use this Contract resulting from a competitive procurement process unless the Contractor expressly noted in their proposal/quote that the prices and services are available to the County only. The condition of such use by other agencies is that any such agency must make and pursue contact, purchase order, delivery arrangements, and all contractual remedies directly with Contractor; the County accepts no responsibility for performance by either the Contractor or such other agency using this Contract. With such condition, the County consents to such use by any other public agency.

The scope of Work may consist of the following:

1. Conversion of existing County documents.
2. Future conversion of maps, drawings, and specification sheets within County Bid Packages.
3. Training of county staff for ADA conversion processes.

SCOPE DETAILS

1. Conversion of Existing County Documents:

As requested by the County, the vendor will provide review and, as necessary, modifications to existing County documents. Documents may consist of a variety of formats that are/or will be public-facing.

Deliverables will consist of Documents, modified for accessibility, as appropriate, per Web Content Accessibility Guidelines (“WCAG”) Version 2.1.

The vendor shall ensure that all electronic documents, files, and other digital materials produced under this Contract (“Work Products”), including those intended for publication on the County website or other public-facing platforms, are accessible to individuals with disabilities. At a minimum, the Consultant shall: (a) Design and deliver Work Products in a manner that are usable by individuals with a wide range of abilities, including those using assistive technologies; (b) Ensure that Work Products conform to the Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA, as published by the World Wide Web Consortium (W3C); (c) Provide Work Products in formats that support accessibility features, including but not limited to properly structured documents, readable text, alternative text for images, captioning for multimedia (if applicable), and compatibility with commonly used assistive technologies; and (d) Cooperate with the County, upon request, to address accessibility issues identified after delivery, including making reasonable updates or corrections to achieve compliance with the requirements of this section. If the Consultant becomes aware that any Work Product does not meet these accessibility requirements, the Consultant shall promptly notify the County and take appropriate steps to correct the deficiency at no additional cost, unless otherwise agreed in writing.

2. Future conversion of maps, drawings, and specification sheets within County Bid Packages:

The County frequently publishes complex bid packages with drawings, maps, and specifications. The County may need to have Drawings, specifications, and maps may need to be converted to WCAG Version 2.1 standards before publishing. Work may consist of the following:

- conversion and assistance in creating documents, drawings, materials, specifications, and cut sheets (including conversion of maps, drawings, and specification sheets included within County Bid Packages).

The Consultant shall ensure that all electronic documents and digital materials produced under this Contract (“Work Products”), including those intended for public use, are accessible to individuals with disabilities. Work Products shall conform to the Web Content Accessibility Guidelines (“WCAG”) Version 2.1, Level AA, and be compatible with commonly used assistive technologies.

3. Training of county staff for ADA conversion processes:

The County is additionally seeking a consultant to provide ADA conversion training and guidelines. This training will provide essential knowledge on legal requirements, document standards, and compliance for accessibility to County staff. Training should be focused on Title II (public entities) and Title III (public accommodations). This training may include such items as ADA Title II & III Compliance; Understanding and implementing legal requirements; Self-Evaluation and Transition Plan; Accessible Web Design Standards and Practices Training on public drawings, maps, specifications, and bid documents.

Training programs may consist of the following:

- Creating WCAG compliant documents in Microsoft Suite, specifically Word, Excel, and PowerPoint, and exporting to PDF to retain accessibility compliance.
- Creating a WCAG-compliant document in Adobe Creative Suite (InDesign or Photoshop), and exporting to PDF to retain accessibility compliance.
- Remediating an existing PDF document using Adobe Acrobat Pro to ensure full accessibility compliance. This will include remediating both informational documents and forms.
- “Digital Content Best Practices” Checklist to help content creators determine if their content should be built as an HTML page within the county website or should be considered for PDF.

Additionally, the vendor will be available for follow-up sessions and ongoing consulting with Clackamas staff to answer any questions and help troubleshoot issues if needed. In this scenario, Work may consist of the following:

- On going WCAG consulting
- Additional staff training
- Document and website WCAG remediation services

Training may be provided in a variety of platforms, including one-on-one, group presentations, video modules, or similar.

Budget:

The County has an estimated project total of \$150,000, however, firms shall provide competitive hourly rates with an estimated not-to-exceed total. The proposed not-to-exceed price will be a factor in vendor selection. The Contract term will be for three (3) years

3. SAMPLE CONTRACT

Submission of a Quote in response to this RFQ indicates Quoter's willingness to enter into a contract containing substantially the same terms of the below referenced contract, which can be found at: <https://www.clackamas.us/finance/terms.html>, with the below indicated requirements. No action or response to the sample contract is required under this RFQ. The applicable sample contract is the:

Personal Services Contract (unless checked, item does not apply)

The following paragraphs of the Professional Services Contract will be applicable:

- ☐ Article I, Paragraph 5 – Travel and Other Expense is Authorized
- ☒ Article II, Paragraph 28 – Confidentiality
- ☐ Article II, Paragraph 29 – Criminal Background Check Requirements
- ☐ Article II, Paragraph 30 – Key Persons
- ☐ Article II, Paragraph 31 – Cooperative Contracting
- ☐ Article II, Paragraph 32 – Federal Contracting Requirements
- ☒ Exhibit A – On-Call Provision

The following insurance requirements will be applicable:

- ☒ Commercial General Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.
- ☒ Professional Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission or negligent acts.
- ☒ Automobile Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence for Bodily Injury and Property Damage.

4. QUOTE

Quotes should be short and concise with the following information:

- A. Company experience in these types of projects;
- B. Experience of staff who will work on the project;
- C. Provide the following Remediation costs (as applicable):

	Page Rate \$	Turnaround Time	
Standard Remediation*			
Complex Remediation **			
Bid Package Drawings/Maps			
Urgent Rush Adder			

- a. *Define Standard Remediation _____
 - b. **Define Complex Remediation _____
- D. If applicable, provide the Cost for available training packages. Additionally, provide per-hour training (on an as-needed basis);
- E. Provide three (3) References with email, phone, and contact name;
- F. Quote Certification Form; and
- G. Any additional information that Clackamas County should take into consideration for the project or qualifications.

5. EVALUATION

Quotes will be evaluated based on subjective factors, including, but not limited to: Firm experience, staff experience, price/fees, references, and available training packages.



F. Quote Certification Form

QUOTE CERTIFICATION FORM RFQ #2026-21

Submitted by: V Group Inc.

(Must be entity's full legal name)

Each Quoter must read, complete and submit a copy of this Clackamas County Certification with their Quote. Failure to do so may result in rejection of Quote. By signature on this Certification the undersigned certifies that they are authorized to act on behalf of the Quoter and that under penalty of perjury the undersigned will comply with the following:

SECTION I. OREGON TAX LAWS: As required in ORS 279B.110(2)(e), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Quoter is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means the tax laws of the state or a political subdivision of the state, including ORS 305.620 and ORS chapters 316, 317 and 318. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Quoter to 24% backup withholding.

SECTION II. NON-DISCRIMINATION: That the Quoter has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, gender identity, national origin, or any other protected class. Nor has Quoter or will Quoter discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emerging small business that is certified under ORS 200.055.

SECTION III. CONFLICT OF INTEREST

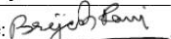
The undersigned hereby certifies that no elected official, officer, agent or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFQ, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its elected officials, officers, agents, or employees had induced Quoter to submit this Quote. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a quote for the same material, and is in all respects fair and without collusion or fraud.

SECTION IV. COMPLIANCE WITH SOLICITATION: The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFQ (including any attachments); and
2. Are an authorized representative of the Quoter, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Quote or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFQ and Quote; and
4. Will use recyclable products to the maximum extent economically feasible in the performance of the contract work set forth in this RFQ.

Name: Brijesh Ravi

Date: 4/23/2026

Signature: 

Title: Manager - IT Consulting

Email: orbids@vgroupinc.com

Telephone: 609-371-5400

Oregon Business Registry Number: 1764525-98

OR CCB # (if applicable): N/A

Business Designation (check one):

☒ Corporation ☐ Partnership ☐ Sole Proprietorship ☐ Non-Profit ☐ Limited Liability Company

☐ Resident Quoter, as defined in ORS 279A.120

☒ Non-Resident Quote. Resident State: New Jersey

CLACKAMAS COUNTY INSTRUCTIONS TO QUOTERS

Quotes are subject to the applicable provisions and requirements of the Clackamas County Local Contract Review Board Rule C-047-0270 (Intermediate Procurements) and Oregon Revised Statutes.

QUOTE PREPARATION

1. **QUOTE FORMAT:** Quotes must be submitted as indicated in the RFQ.
2. **CONFORMANCE TO RFQ REQUIREMENTS:** Quotes must conform to the requirements of the RFQ. Unless otherwise specified, all items quoted are to be new, unused and not remanufactured in any way. Any requested attachments must be submitted with the quote and in the required format. Quote prices must be for the unit indicated on the quote. Failure to comply with all requirements may result in quote rejection.
3. **ADDENDA:** Only documents issued as addenda by Clackamas County serve to change the RFQ in any way. No other directions received by the Quoter, written or verbal, serve to change the RFQ document. NOTE: IF YOU HAVE RECEIVED A COPY OF THE RFQ, YOU SHOULD CONSULT OREGONBUYS (<https://oregonbuys.gov/bsa/view/login/login.xhtml>) TO ENSURE THAT YOU HAVE NOT MISSED ANY ADDENDA OR ANNOUNCEMENTS. QUOTERS ARE NOT REQUIRED TO RETURN ADDENDUMS WITH THEIR QUOTE. HOWEVER, QUOTERS ARE RESPONSIBLE TO MAKE THEMSELVES AWARE OF, OBTAIN AND INCORPORATE ANY CHANGES MADE IN ANY ADDENDA ISSUED, AND TO INCORPORATE ANY CHANGES MADE BY ADDENDUM INTO THEIR FINAL QUOTE. FAILURE TO DO SO MAY, IN EFFECT, MAKE THE QUOTER'S QUOTE NON-RESPONSIVE, WHICH MAY CAUSE THE QUOTE TO BE REJECTED.
4. **USE of BRAND or TRADE NAMES:** Any brand or trade names used by Clackamas County in the specifications are for the purpose of describing and establishing the standard of quality, performance and characteristics desired and are not intended to limit or restrict competition. Quoters may submit quotes for substantially equivalent products to those designated unless the RFQ provides that a specific brand is necessary because of compatibility requirements, etc. All such brand substitutions shall be subject to approval by Clackamas County.
5. **PRODUCT IDENTIFICATION:** Quoters must clearly identify all products quoted. Brand name and model or number must be shown. Clackamas County reserves the right to reject any quote when the product information submitted with the quote is incomplete.
6. **FOB DESTINATION:** Unless specifically allowed in the RFQ, ***QUOTE PRICE MUST BE F.O.B. DESTINATION with all transportation and handling charges included in the Quote.***
7. **DELIVERY:** Delivery time must be shown in number of calendar days after receipt of purchase order.
8. **EXCEPTIONS:** Any deviation from quote specifications, or the form of sample contract referenced in this RFQ, may result in quote rejection at County's sole discretion.
9. **SIGNATURE ON QUOTE:** Quotes must be signed by an authorized representative of the Quoter. Signature on a quote certifies that the quote is made without connection with any person, firm or corporation making a quote for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a quote also certifies that the Quoter has read and fully understands all quote specifications, and the sample contract referenced in this RFQ (including insurance requirements). No consideration will be given to any claim resulting from quoting without comprehending all requirements of the RFQ.
10. **QUOTE MODIFICATION:** Quotes, once submitted, may be modified in writing before the time and date set for quote closing. Any modifications should be signed by an authorized representative, and state that the new document supersedes or modifies the prior quote. Quoters may not modify quotes after quote closing time.
11. **QUOTE WITHDRAWALS:** Quotes may be withdrawn by request in writing signed by an authorized representative and received by Clackamas County prior to the Quote Due Date/Time. Quotes may also be withdrawn in person before the Quote Due Date/Time upon presentation of appropriate identification.
12. **QUOTE SUBMISSION:** Quotes may be submitted by returning to Clackamas County Procurement Division in the location designated in the introduction of the RFQ; however, no oral

or telephone quotes will be accepted. Envelopes, or e-mails containing Quotes should contain the RFQ Number and RFQ Title.

QUOTE EVALUATION AND AWARD

1. **PRIOR ACCEPTANCE OF DEFECTIVE PROPOSALS:** Due to limited resources, Clackamas County generally will not completely review or analyze quotes which fail to comply with the requirements of the RFQ or which clearly are not the best quotes, nor will Clackamas County generally investigate the references or qualifications of those who submit such quotes. Therefore, neither the return of a quote, nor acknowledgment that the selection is complete shall operate as a representation by Clackamas County that an unsuccessful quote was complete, sufficient, or lawful in any respect.
2. **DELIVERY:** Significant delays in delivery may be considered in determining award if early delivery is required.
3. **CASH DISCOUNTS:** Cash discounts will not be considered for award purposes unless stated in the RFQ.
4. **PAYMENT:** Quotes which require payment in less than 30 days after receipt of invoice or delivery of goods, whichever is later, may be rejected.
5. **INVESTIGATION OF REFERENCES:** Clackamas County reserves the right to investigate references and or the past performance of any Quoter with respect to its successful performance of similar services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. Clackamas County may postpone the award or execution of the contract after the announcement of the apparent successful Quoter in order to complete its investigation. Clackamas County reserves the right to reject any quote or to reject all quotes at any time prior to Clackamas County's execution of a contract if it is determined to be in the best interest of Clackamas County to do so.
6. **CLARIFICATION:** Clackamas County reserves the right to seek clarification of each Quote, or to make an award without further discussion of Quotes received.
7. **METHOD OF AWARD:** Clackamas County reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of Clackamas County.
8. **QUOTE REJECTION:** Clackamas County reserves the right to reject any and all quotes for any reason including, but not limited to, a Quoter's failure to constitute as a responsible bidder under ORS 279B.110 and LCRB C047-640-1-c-F-iii.
9. **QUOTE RESULTS:** Quoters who submit a quote will be notified of the RFQ results. Awarded quote files are public records and available for review by submitting a public records request or by appointment.

EXHIBIT B
CONTRACTOR'S QUOTE

REQUEST FOR QUOTES
ON-CALL ADA COMPLIANCE AND
WEB ACCESSIBILITY SUPPORT

TECHNICAL PROPOSAL
SUBMITTED TO



CLACKAMAS COUNTY
STATE OF OREGON

SUBMITTED BY



V GROUP INC.

379 Princeton Hightstown Road, Bldg. 3 Suite 2A,
East Windsor, NJ 08520

www.vgroupinc.com

Tel: 609-371-5400; **Fax:** 877-874-8942

Email: ORBids@vgroupinc.com



DUE DATE

April 23, 2026, at 2:00 p.m. Pacific Time

**“Creating digital spaces that are accessible,
inclusive, and welcoming for all abilities”**



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A. Company experience in these types of projects.

Important Note: V Group Inc. and ArcSource Group Inc. are bidding jointly for this engagement as "Team V Group." All references to Team V Group throughout this proposal represent the combined capabilities, experience, qualifications, staff, and past performance of both firms collectively. V Group Inc. will serve as the Prime Contractor and will be responsible for all work delivered by ArcSource Group Inc. as the Subcontractor, in accordance with the County's requirements.

A. COMPANY EXPERIENCE

Team V Group: Partnership Overview:

Team V Group brings over 49 combined years of specialized, operationally active experience in ADA Title II compliance, WCAG 2.1 AA accessibility auditing, document and web remediation, accessibility training, and digital accessibility program management. Both firms hold nationally recognized quality and process certifications, maintain active government contract vehicles, and have delivered accessibility programs directly analogous to Clackamas County's on-call service requirements. Team V Group offers the County a partnership that is technically current, institutionally qualified, and ready to deploy on day one.

V GROUP INC. | PRIME CONTRACTOR

V Group Inc. was founded in 1999 and is headquartered in East Windsor, New Jersey. V Group is a nationally certified Minority Business Enterprise (MBE), Women Business Enterprise (WBE), and Women-Owned Small Business (WOSB) with over 25 years of experience delivering technology and professional services to more than 40 public and private sector clients across the United States.



V Group holds ISO 9001:2015 (Quality Management) and ISO 27001:2022 (Information Security Management) certifications, and a CMMI Level 3 SVC appraisal, demonstrating a sustained organizational commitment to quality, security, and repeatable process excellence. V Group maintains active government procurement vehicles including the GSA Multiple Award Schedule (SIN 54151S), TIPS Contract, and Texas DIR ITSAC and DBITS enabling compliant and streamlined public sector contracting.

V Group's digital accessibility practice has served public sector clients including the New York State Education Department (NYSED) and the New York State Office for People with Developmental Disabilities (OPWDD), as well as national commercial platforms in retail, outdoor apparel, and enterprise software. V Group is currently executing an active ADA Title II document accessibility program for NYS OPWDD, a large-scale government document remediation engagement directly analogous in scope and regulatory obligation to Clackamas County's on-call requirements.

- **Certifications:** MBE | WBE | WOSB | ISO 9001:2015 | ISO 27001:2022 | CMMI Level 3 SVC
- **Contract Vehicles:** GSA MAS (SIN 54151S) | TIPS | Texas DIR ITSAC | Texas DIR DBITS
- **Headquarters:** East Windsor, New Jersey

ARCSource GROUP INC. | SUBCONTRACTOR

ArcSource Group Inc. is headquartered in Columbia, Maryland and is a Woman-Owned Small Business (WOSB) and Small Disadvantaged Business (SDB) with more than 24 years of specialized experience exclusively focused on Section 508 compliance and WCAG accessibility standards. ArcSource holds CMMI Level 3 DEV and SVC appraisals, and ISO 9001:2015 and ISO 27013:2015 certifications, reflecting a level of institutional process maturity uncommon among accessibility-focused firms.





ArcSource blends Agile delivery methodologies with PMI project management best practices to deliver user-centered, reliable, and audit-ready accessibility solutions. Over more than two decades, ArcSource has supported some of the most demanding federal accessibility programs in the country, including the Centers for Disease Control and Prevention (CDC), National Institutes of Health/National Eye Institute (NIH/NEI), U.S. Mint, USCIS, Centers for Medicare and Medicaid Services (CMS), Department of Veterans Affairs, and the Defense Logistics Agency. ArcSource's ongoing engagement with the U.S. Mint (2022 through 2027) demonstrates their capacity for sustained multi-year government accessibility program delivery at a high level of quality and compliance.

- **Certifications:** WOSB | SDB | ISO 9001:2015 | ISO 27013:2015 | CMMI Level 3 DEV and SVC
- **Headquarters:** Columbia, Maryland
- **Federal Clients Include:** CDC | NIH/NEI | U.S. Mint | USCIS | CMS | VA | Defense Logistics Agency

COMBINED CAPABILITY ACROSS THE FULL SCOPE OF THIS RFQ

Together, Team V Group delivers end-to-end accessibility support directly aligned to every service area identified in RFQ #2026-21:

- WCAG 2.1 AA auditing, manual testing, and compliance verification for web content, web applications, and portals
- PDF and electronic document remediation including complex forms, tables, multi-column layouts, scanned documents, and large bid packages
- Microsoft Office document accessibility (Word, PowerPoint, Excel) with source-aware remediation workflows
- Hybrid automated and manual testing using industry-standard tools: Axe DevTools, WAVE, ANDI, PAC, Acrobat Checker, CommonLook, JAWS, NVDA, VoiceOver, and TalkBack
- Section 508 and ADA Title II compliance advisory and technical guidance
- Accessibility training programs for content authors, developers, and program staff including one-on-one sessions, group presentations, and recorded modules
- Compliance documentation, VPAT preparation, and audit-readiness reporting
- On-call, task-order-based delivery model scalable across county-wide departments with varying document volume and complexity

RELEVANT PROJECT EXPERIENCE

The following case studies represent Team V Group's most directly relevant engagements. Each project reflects hands-on delivery of WCAG 2.1 AA compliance programs, ADA Title II obligations, document and web remediation, and/or accessibility training for public sector agencies and enterprise clients. Collectively, these engagements demonstrate the full scope of services Clackamas County requires under this RFQ.

CASE STUDIES – V GROUP INC. (PRIME)

CASE STUDY 1: NYS OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES (OPWDD) | ACTIVE ENGAGEMENT

Client	New York State Office for People with Developmental Disabilities (OPWDD)
Performing Firm	V Group Inc. Prime Contractor
Standard	WCAG 2.1 AA Section 508 ADA Title II
Status	Active and In Progress
Scope	Large-scale state government document accessibility program covering PDFs, Word documents, policy guides, program reports, forms, and public notices across OPWDD's full public-facing document portfolio

Key Activities:

- Full document accessibility assessment across OPWDD's public-facing document portfolio
- WCAG 2.1 Level AA remediation of PDFs, Word documents, and electronic records
- Source-aware remediation: fix at the source file (Word, PowerPoint) where available; remediate PDF directly when source is unavailable
- Structured remediation aligned with Section 508 and DOJ ADA Title II standards
- Compliance verification reporting for audit readiness
- Coordination with OPWDD program staff on publication deadline sequencing and prioritization



Outcome: Engagement is active and in progress. Remediated documents are being delivered on a rolling basis aligned to OPWDD's publication schedule and ADA Title II compliance deadlines. This is the most direct current analog to Clackamas County's on-call document accessibility scope, and V Group's team is operationally current on ADA Title II government document compliance at the time of this proposal.

CASE STUDY 2: NEW YORK STATE EDUCATION DEPARTMENT (NYSED) | WEB ACCESSIBILITY PROGRAM

Client	New York State Education Department (NYSED)
Performing Firm	V Group Inc. Prime Contractor
Standard	WCAG 2.1 AA ADA Title II
Status	Completed
Scope	Website redesign accessibility program covering web content, PDFs, forms, and templates for compliance with ADA Title II and DOJ digital accessibility standards

Key Activities

- Automated and manual WCAG 2.1 AA testing using Axe DevTools, WAVE, and DHS Trusted Tester methodologies
- Screen-reader validation using JAWS and NVDA across priority content types and user flows
- Identified and remediated issues including missing alt text, inconsistent navigation patterns, form-label defects, and structural markup errors
- Developed accessible Drupal 7 templates and documentation supporting repeatable compliance
- Delivered audit reports, a phased compliance plan, and ongoing accessibility advisory support
- Followed Agile processes and ISO 9001:2015 quality standards throughout all testing and review cycles



Outcome: Full WCAG 2.1 AA compliance delivered across web content, PDFs, and templates. Phased compliance roadmap and accessible template library handed off to the NYSED team.

CASE STUDY 3: ACME UNITED CORPORATION (FIRSTAIDONLY.COM) | WEB ACCESSIBILITY ASSESSMENT AND REMEDIATION

Client	Acme United Corporation (FirstAidOnly.com)
Performing Firm	V Group Inc. Prime Contractor
Standard	WCAG 2.1 AA
Status	Completed

Scope	Full WCAG 2.1 AA accessibility assessment and remediation across a 982+ page enterprise e-commerce platform with over 1,200 accessibility issues identified spanning content, navigation, interactive components, and mobile layouts
--------------	--

Key Activities

- Conducted automated and manual testing using Axe DevTools, WAVE, and keyboard-only navigation
- Performed JAWS and NVDA screen-reader validation across all priority content and user flows
- Identified critical issues including missing alt text, improper ARIA labels, low contrast elements, and non-responsive reflow barriers
- Developed a structured remediation plan with technical guidance for HTML semantics, ARIA usage, and responsive CSS
- Provided code-level support to address high-impact issues and improve template accessibility
- Delivered a 21-page VPAT and custom remediation documentation



Outcome: Achieved 95% WCAG 2.1 AA compliance rate with a measurable 25% increase in monthly user sessions following remediation.

CASE STUDY 4: CONTEXT TO CALL (C2C) | ACCESSIBLE CONTACT WIDGET ENHANCEMENT

Client	Context to Call (C2C)
Performing Firm	V Group Inc. Prime Contractor
Standard	WCAG 2.1 AA
Status	Completed
Scope	Accessibility improvement of an embedded contact widget deployed across 50+ client websites, bringing it into full WCAG 2.1 AA compliance for screen-reader users, keyboard-only users, and mobile assistive technology users

Key Activities

- Conducted accessibility audits using Axe DevTools, NVDA, VoiceOver, TalkBack, and HTML/CSS reviews
- Identified and remediated missing ARIA labels, weak focus indicators, color contrast failures, and incomplete keyboard navigation
- Redesigned interaction patterns and updated HTML/CSS based on WCAG 2.1 AA requirements
- Completed a Usablenet AQA gap analysis and provided prioritized remediation guidance
- Trained C2C's development team on WCAG 2.1 and assistive technology testing practices



Outcome: Achieved 97% screen-reader compatibility, 100% keyboard access, and full TalkBack support. Widget deployed across 50+ client websites, improving usability for users with disabilities and strengthening C2C's long-term accessibility practices.

CASE STUDY 5: MADEWELL | WEB ACCESSIBILITY ASSESSMENT AND REMEDIATION

Client	Madewell
Performing Firm	V Group Inc. Prime Contractor
Standard	WCAG 2.1 AA
Status	Completed
Scope	Full WCAG 2.1 AA accessibility assessment of a large-scale retail platform covering 456+ pages and 10 core modules, including public-facing catalog pages,

	product detail flows, ordering pathways, account features, and responsive mobile layouts
--	--

Key Activities

- Conducted hybrid WCAG testing combining automated tools, manual keyboard navigation, and NVDA/JAWS screen-reader review
- Assessed key functions including product catalog, search, cart, checkout, user authentication, reviews, and CMS-driven content
- Identified issues including missing page titles, non-discernible menu links, insufficient color contrast, and links indistinguishable from surrounding text
- Reviewed 10 platform modules and mobile-responsive behaviors to document content-type patterns affecting accessibility
- Provided a structured remediation roadmap with technical guidance and best practices for sustainable accessibility integration
- Coordinated remediation support directly with development teams to address priority issues

Madewell

Outcome: Reduced major WCAG violations across a high-volume retail platform, enabling assistive technology users to navigate and interact with key shopping workflows effectively.

CASE STUDY 6: KUIU | WEB ACCESSIBILITY ASSESSMENT AND REMEDIATION

Client	KUIU
Performing Firm	V Group Inc. Prime Contractor
Standard	WCAG 2.1 AA
Status	Completed
Scope	Full WCAG 2.1 AA accessibility assessment of an enterprise e-commerce platform covering 125+ pages and 12 key modules, reviewing public-facing content, primary user flows, interactive components, and mobile responsiveness

Key Activities

- Performed automated and manual WCAG 2.1 AA testing using Axe DevTools, WAVE, keyboard-only testing, and NVDA/JAWS
- Assessed core user journeys including product browsing, search, cart, checkout, authentication, and promotions
- Identified issues including missing alt text, improper heading structure, keyboard inaccessibility, and non-semantic interactive elements
- Reviewed 12 platform modules including ordering workflows, CMS content, analytics integrations, and responsive layouts
- Delivered a prioritized remediation plan with code-level recommendations and accessibility checkpoints for the development lifecycle
- Used an Agile approach with recurring defect review cycles

 **KUIU**

Outcome: Reduced major violations across a high-traffic commerce platform and delivered actionable documentation enabling development teams to adopt repeatable accessibility practices.

ARCSOURCE GROUP INC.

CASE STUDY 1: U.S. MINT | SECTION 508 COMPLIANCE AND REMEDIATION SERVICES (2022 TO 2027)

Client	United States Mint
Performing Firm	ArcSource Group Inc. Prime Contractor
Standard	Section 508 WCAG 2.1 AA
Status	Active and In Progress
Scope	ICT portfolio remediation covering reports, forms, brochures, organizational charts, training materials, and eLearning content. Ongoing compliance testing and remediation support with assistive technology validation.

Key Activities

- Remediation of forms, brochures, organizational charts, reports, training materials, and eLearning content
- Usability validation using JAWS, WAVE, ANDI, PAC, Acrobat Checker, and CommonLook
- Source-aware remediation: fix at the source (Word, InDesign, PowerPoint) where possible; remediate PDF directly when source is unavailable
- Ongoing Section 508 testing and remediation support for the full U.S. Mint ICT portfolio
- Compliance verification checklists and conformance documentation produced per deliverable



Outcome: 18 documents delivered on schedule in May 2024 alone while maintaining quality and reducing error rates. Ongoing remediation support has sustained Section 508 conformance across the U.S. Mint's operational document and eLearning portfolio across a five-year contract term.

CASE STUDY 2: CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) | SECTION 508 COMPLIANCE PROGRAM

Client	Centers for Disease Control and Prevention (CDC)
Performing Firm	ArcSource Group Inc. Prime Contractor
Standard	Section 508 WCAG 2.1 AA
Status	Active and In Progress
Scope	Full ICT portfolio compliance program covering public-facing websites, web applications, portals, forms, and document content across a large-scale federal enterprise environment

Key Activities

- Accessibility evaluation and remediation planning for websites and web applications using a risk-based prioritization approach
- Guided remediation support for development teams through defined stage-gate workflows
- Intake, triage, and tracking managed through a ServiceNow portal with standardized request forms and reporting
- Supported high-volume accessibility requests across a large enterprise environment with measurable closure metrics



Outcome: Sustained Section 508 and WCAG 2.1 AA conformance delivered across a large-scale federal ICT portfolio with measurable request closure rates and consistent remediation quality.

CASE STUDY 3: NATIONAL INSTITUTES OF HEALTH / NATIONAL EYE INSTITUTE (NIH/NEI) | WEB ACCESSIBILITY

Client	National Institutes of Health / National Eye Institute (NIH/NEI)
Performing Firm	ArcSource Group Inc. Prime Contractor
Standard	WCAG 2.1 AA ICT Baseline
Status	Active and In Progress
Scope	Automated and manual WCAG 2.1 AA testing and remediation for both internal and external NIH/NEI websites, including assistive technology validation and developer guidance

Key Activities

- Developed and remediated accessible digital products and web content using HTML, JavaScript, and ARIA
- Assistive technology validation using JAWS and NVDA
- Detailed remediation plans and defect tracking artifacts to drive continuous compliance
- Remediation guidance delivered directly to developers and content owners for sustainable long-term compliance



Outcome: Continuous WCAG 2.1 AA compliance achieved across NIH/NEI internal and external digital properties. Development teams are equipped with repeatable accessibility practices and structured defect tracking workflows.

WHY TEAM V GROUP?

Team V Group is not a generalist IT firm adding accessibility as an ancillary service. Both V Group Inc. and ArcSource Group Inc. have built their public sector and federal track records specifically through dedicated accessibility practice delivery over more than two decades. V Group is currently executing an active ADA Title II document remediation program for a state government agency, the most direct operational analog to Clackamas County's on-call requirements. ArcSource has maintained a multi-year federal contract with the U.S. Mint since 2022, consistently delivering document remediation and compliance verification at production volume across a five-year term.

Team V Group offers Clackamas County a partnership that is operationally current, institutionally certified, and purpose-built for the kind of on-call, department-by-department, task-order-driven delivery model this RFQ envisions. We are ready to serve the County from day one.



B. Experience of staff who will work on the project.

Team V Group brings a highly experienced, accessibility focused team with proven expertise in WCAG 2.1 AA compliance, Section 508 remediation, ADA Title II advisory, and accessibility training. Each proposed staff member has directly performed the exact services required, including government document remediation, web accessibility auditing, assistive technology validation, and task order-based program delivery.

Our team, spanning V Group Inc. and ArcSource Group Inc., represents over 150 years of combined accessibility experience. All key personnel hold industry recognized certifications such as IAAP CPACC, DHS Trusted Tester, PMP, and JAWS Certification, with several maintaining active federal security clearances. Collectively, we have successfully supported high compliance accessibility programs across federal and state agencies, demonstrating our ability to deliver at scale and under stringent regulatory expectations.

PROPOSED TEAM AT A GLANCE

Name	Proposed Role	Firm	Key Expertise
Neida Ortiz	Lead Accessibility Consultant	V Group Inc.	WCAG 2.1/2.2, ADA Title II, DHS Trusted Tester, CPACC, end-to-end compliance programs
Jeanette Stair	Project Manager	V Group Inc.	PMP, CSM, CPACC, accessibility governance, SLA management, DOJ ADA Title II
JaVon Warren	Senior Remediation Specialist	V Group Inc.	Section 508 SME, Secret Clearance, DHS Trusted Tester, document remediation, DCMA program lead
Keisha Bryan	Senior Remediation Specialist	V Group Inc.	15+ yrs federal remediation, JAWS certified, Trusted Tester, complex PDFs and forms
Andre Brown	Senior Remediation Specialist	V Group Inc.	PDF/UA, OCR correction, CommonLook, PAC 2024, CDC/U.S. Mint/VA/HHS experience
Tamieka Geter	Intake and Workflow Coordinator	V Group Inc.	Workflow management, JAWS/NVDA, Jira, ADA compliance, Wells Fargo team lead, IBM
Peter Andrew Daly	WCAG/Section 508 Compliance Expert	V Group Inc.	DHS Trusted Tester, Visa/Google/DHS Accessibility Lead, ARIA, Drupal, responsive web
Keyonda Smith	Accessibility Tester and Compliance Specialist	V Group Inc.	PhD, DHS Trusted Tester, WCAG Certified Specialist, JAWS Certified, eLearning, federal clients
Samuel Gutema	Senior Remediation Specialist	V Group Inc.	DHS Trusted Tester, CPACC, VA EHR systems, WCAG 2.2, ACR development
Matthew Striet	Accessibility QA Analyst	V Group Inc.	CPACC, JAWS Certified, 20,000+ documents remediated, TDOT 508 program lead
Sabina Rahman	Accessibility QA Analyst	V Group Inc.	CPACC, JAWS Certified, Trusted Tester, DoD/Federal Reserve/Microsoft experience



Victory Marasigan	Senior Accessibility Engineer and Project Lead	ArcSource Group Inc.	18+ yrs, CDC/U.S. Mint/USCIS/CMS/VA project lead, HFE, CPACC, DHS Trusted Tester
Irene Rojas	Web Accessibility and Remediation Specialist	ArcSource Group Inc.	NIH NEI 1,396 pages, Drupal/SharePoint, Adobe Acrobat, WCAG/508 federal compliance
Craig Clark	Section 508 Testing and eLearning Specialist	ArcSource Group Inc.	DHS Trusted Tester, CDC/U.S. Mint, USCIS eLearning (83.4% goal exceeded), 20+ yrs
Jennifer Quinto	Project Manager	ArcSource Group Inc.	PMP, CMMI Level 3, Director of Operations, ADDIE, CMS/Air Force/Navy training programs
Emily Copp	DHS Trusted Tester and Senior Instructional Designer	ArcSource Group Inc.	DHS Trusted Tester, ICT remediation, instructional design, SCORM, Alaska Airlines/Eli Lilly/U.S. Military

INDIVIDUAL STAFF PROFILES

V GROUP INC. | PRIME CONTRACTOR STAFF

Neida Ortiz Lead Accessibility Consultant	V Group Inc.
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Professional Summary	
Summary	Results-driven Web Accessibility and Section 508 Compliance Specialist with expertise in WCAG 2.1/2.2, ADA, and Title II compliance, delivering inclusive digital solutions across federal, education, and nonprofit sectors. Recognized as a Subject Matter Expert, she leads accessibility audits, remediation efforts, and end-to-end compliance programs across web, mobile, and document platforms. Neida partners with organizations to solve complex challenges while advancing accessibility and inclusion, enhancing UI/UX outcomes and embedding accessibility into core business and design processes.
Certifications and Expertise	
Credentials	• IAAP Certified Professional in Accessibility Core Competencies (CPACC) • DHS Trusted Tester Certified (Credential ID TT 2309 04873) • Author of ACRs and VPATs • Subject Matter Expert in Section 508, WCAG 2.2, and ADA Title II • Authoring Accessible Documents Certified • Conference Web Accessibility Presenter • Agile QA Testing across functionality, mobile applications, and web accessibility • Experienced with screen readers including JAWS, TalkBack, VoiceOver, and NVDA • Lean Six Sigma White Belt • FLVS 2022 Support Person of the Year • Digital Learning Collaborative 2022 Unsung Super Star Individual Award (DLAC)
Professional Experience	
Founder and Lead Web	AccessAbility Bootcamp FL (Remote) June 2025 to Present • Leads delivery of comprehensive digital accessibility solutions ensuring compliance with WCAG 2.1 AA, Section 508, and ADA standards



Accessibility Expert	- Serves as SME advising organizations on inclusive design, compliance strategy, and long-term accessibility integration - Conducts end-to-end accessibility audits, usability testing, and remediation guidance across websites, mobile applications, and digital documents - Develops scalable accessibility frameworks including policies, governance models, and training programs - Key engagement: UNICEF Digital Accessibility Consultant — designed and delivered e-learning courses and webinars on accessibility best practices across departments - ADA and Language Access Plan Coordinator for municipalities including City of Oxford NC, Neosho MO, and Loudoun County VA
QA Section 508 Trusted Tester / Compliance Specialist	Guidehouse Digital, LLC Remote September 2023 to May 2025 - Ensured federal digital products met Section 508 and WCAG compliance standards - Conducted accessibility audits across 20+ government web and digital applications, identifying 500+ critical compliance issues - Managed the full accessibility defect lifecycle including identification, documentation, and remediation validation - Authored official Section 508 compliance documentation including test plans, reports, and ACRs/VPATs for web and mobile applications
Quality Assurance Analyst, Curriculum Development	Florida Virtual School (FLVS) Orlando, FL April 2017 to August 2023 - Managed the full accessibility lifecycle across FLVS platforms including auditing, testing, remediation guidance, and compliance validation - Conducted comprehensive accessibility audits and provided strategic recommendations influencing product development and UX design - Fostered a culture of accessibility by collaborating with external experts and delivering cross-functional training
Education	
Degree	Master of Science, Management Information Systems Florida International University (2011 to 2013)
Degree	Bachelor of Business Administration, Marketing and Management Florida International University (2007 to 2010)

Jeanette Stair
Project Manager

V Group Inc.

Professional Summary

Summary	Senior Project and Accessibility Leader with 15+ years of experience managing complex, high-visibility projects for government and enterprise clients. Combines deep expertise in digital accessibility compliance with strong program management, stakeholder engagement, and process improvement capabilities to deliver scalable and compliant solutions.
Certifications	
Credentials	- Certified Professional in Accessibility Core Competencies (CPACC), IAAP, 2024 to Present - Project Management Professional (PMP), PMI, 2013 to Present - Certified ScrumMaster (CSM), Scrum Alliance, 2014 to Present
Technical Skills	



Accessibility Standards	- WCAG 2.0, 2.1, and 2.2 (Levels A, AA, AAA) - Section 508 and Section 504 - ADA Title II and Title III - EN 301 549 - PDF UA
Testing Tools	NVDA Keyboard and HTML inspection Siteimprove ARC Toolkit Accessibility Insights Axe WAVE Colour Contrast Analyser ANDI Ghost Inspector Lighthouse VPAT and custom conformance report templates
Remediation	Adobe Acrobat Pro (PDFs) Microsoft Office (Excel, Word, PowerPoint) Google Suite (Docs, Sheets, Slides) Drupal WordPress
PM Tools	Jira Confluence Microsoft Project Airtable Teams Zoom Webex Adobe Connect
Professional Experience	
Accessibility Lead and Project Director, Government Services	Forum One Arlington, VA 2017 to 2025 - Managed intake and tracking of accessibility requests, personally addressing issues or coordinating and overseeing the work of others - Provided accessibility consultation for clients including explaining digital accessibility basics, auditing digital products, and assisting with prioritization - Kept current with evolving legal requirements including DOJ updates to ADA Title II - Prepared and delivered conference presentations including Drupal GovCon 2023 and 2024, and WordPress Accessibility Day 2024 - Ensured project deliverables met applicable accessibility guidelines for PDF, Word, PowerPoint, Excel, websites, and social media content - Oversaw security approval processes (ATO) following NIST standards - Monitored and ensured SLA adherence for support requests, typically achieving initial response within one business day and completion of simple requests within two business days - Coordinated large-scale content migrations including thousands of webpages performed both programmatically and manually - Performed Product Owner role on agile teams ensuring strategic direction and quality products on time and within budget
Operations Manager and Project Associate	SAMHSA (HHS) 2009 to 2014 - Remediated more than 100 PowerPoint conference presentations for Section 508 compliance for web posting - Used SharePoint workflows to track revisions, perform version control, and manage document approvals
Education	
Degree	Bachelor of Arts in Theatre University of Maryland, College Park (2006)

JaVon Warren
Senior Remediation Specialist

V Group Inc.

Professional Summary

Summary	Seasoned Section 508 Compliance Subject Matter Expert with ten years of Section 508 experience across private and public sectors. Holds an active Secret Security Clearance. Demonstrated advanced knowledge in Section 508, Section 504, ADA, WCAG 2.1 Level AA, Federal Acquisition Regulations (Section
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	39.104), accessibility testing, and Section 508 document development and remediation. Develops and implements Section 508 processes to streamline agency compliance programs and educates organizations on the importance of accessibility and equal access.
Certifications	
Credentials	• DHS Trusted Tester v5 Certified • IAAP Certified Professional in Accessibility Core Competencies (CPACC) • Active Secret Security Clearance
Professional Experience	
Lead Section 508 Subject Matter Expert	Columbia Lighthouse for the Blind Washington, DC September 2022 to Present • Authored the 2024 DCMA Accessibility Policy Manual 4401-18, Information and Communication Accessibility Service • Provides program management support to the DCMA Section 508 Coordinator • Conducts Section 508 Maturity Assessments of DCMA directorates, regions, and offices • Develops, remediates, evaluates, and tests documents using Microsoft Word, PowerPoint, Excel, Adobe Acrobat, CommonLook, and PAC • Delivers agency-wide accessibility training including What is Section 508, Accessibility at DCMA, Adobe Acrobat/Microsoft 508 Document Development and Remediation, and Supervisor Briefs • Performs web accessibility testing using the DHS Trusted Tester Test Script and JAWS and ANDI
Section 508 Compliance Lead	Department of Veterans Affairs Washington, DC August 2022 to June 2023 • Performed Section 508 QA and document remediation using Microsoft Suite, Adobe Acrobat, and CommonLook • Provided Section 508 Awareness and Document Training to new Cerner employees and upper management • Met quick-turnaround deliverable deadlines of 8 to 48 hours for electronic content
Senior Accessibility Consultant, Section 508	Defense Contract Management Agency Washington, DC January 2021 to August 2022 • Developed the DCMA Introduction to 508 Compliant Microsoft Word Documents Training • Remediated all DCMA .mil policy documents for Section 508 compliance • Assisted in the development of DCMA Policy Manual 4401-18 • Testing tools include Color Contrast Analyzer, ANDI, JAWS, ZoomText, and Dragon Naturally Speaking
Section 508 Compliance Expert	Department of Veterans Affairs / DHS Washington, DC February 2019 to January 2021 • Performed Section 508 QA and remediation on documents using Microsoft Suite, Adobe Acrobat, and CommonLook • Developed Cerner Government Services 508 Remediation SOPs and Compliance Checklists for Word, Excel, PowerPoint, and PDF • Worked with development teams in Agile and Waterfall environments
Management and Program Analyst,	U.S. Customs and Border Protection (DHS) Falls Church, VA July 2014 to February 2019



Section 508 Office	• Provided direct-line management support to the CBP Section 508 Program Manager • Composed, assessed, and amended VPATs for Section 508 compliance • Established the CBP DHS Acquisition Requirements Tool (DART) Pilot Program • Coordinated Computer Electronic Accommodations Program (CAP) requests for CBP employees with disabilities
Education	
Degree	Master of Arts in International Commerce and Public Policy George Mason University Schar School of Policy and Government (2017)
Degree	Bachelor of Arts in International Studies NC Agricultural and Technical State University (2015)

Keisha Bryan Senior Remediation Specialist	V Group Inc.
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Professional Summary	
Summary	Section 508 Accessibility and Remediation Specialist with 15+ years of experience supporting federal and state government agencies in meeting Section 508 and WCAG 2.1/2.2 AA requirements. Extensive hands-on experience remediating high-volume, complex digital documents and validating accessibility across public-facing websites, internal systems, and enterprise platforms used by millions of users. Recognized power user of assistive technologies and accessibility remediation tools with deep expertise in Adobe Acrobat Pro, Microsoft Office Accessibility Checkers, and manual remediation of complex structures including data tables, forms, graphics, charts, embedded media, and interactive content.
Certifications	
Credentials	JAWS Certified Trusted Tester v5.1 IAAP CPACC Certified SAFe Certified Scrum Master Certified Scrum Product Owner (CSPO) Certified CI-Agile Tester CompTIA Security+ Salesforce Certified Business Analyst Microsoft Certified Azure AI Specialist AWS Certified Cloud Practitioner CompTIA Project+ Microsoft Power BI Data Analyst Certified
Professional Experience	
508 Accessibility / Remediation Specialist	State of California Remote April 2021 to Present • Leads accessibility remediation for statewide public-facing websites, intranets, and digital document repositories across multiple government departments • Remediates PDF, Word, Excel, and PowerPoint documents ensuring Section 508 and WCAG 2.1/2.2 AA compliance • Performs advanced remediation of complex PDF structures including multi-level tables, tagged forms, charts, graphs, embedded media, and proper reading order • Conducts manual accessibility testing using JAWS, NVDA, VoiceOver, ZoomText, MAGic, and keyboard-only navigation • Reviews and validates video accessibility ensuring captions, transcripts, and audio descriptions meet compliance requirements



Web Accessibility Subject Matter Expert	Internal Revenue Service New Carrollton, MD March 2017 to April 2021 - Supported IRS public-facing and internal systems performing Section 508 and WCAG 2.0/2.1 AA testing - Remediated IRS tax-related PDFs, forms, reports, and training materials in Word, Excel, and PowerPoint formats - Supported formal IRS accessibility audits and compliance reporting activities
Accessibility Tester	National Oceanic and Atmospheric Administration (NOAA) Silver Spring, MD January 2014 to March 2017 - Tested NOAA digital publications, data portals, and web content for Section 508 and WCAG compliance - Remediated PDFs and Microsoft Office documents containing scientific data, charts, tables, and technical content - Used assistive technologies including JAWS, NVDA, ZoomText, MAGic, and Dragon NaturallySpeaking
508 Accessibility Tester	Department of Veterans Affairs Remote February 2011 to January 2014 - Performed Section 508 testing for VA websites, internal systems, multimedia, and digital documents - Reviewed wireframes and early design artifacts to identify accessibility risks before development
Education	
Degree	Bachelor of Arts in Communication Media Studies University of Maryland

Andre Brown Senior Remediation Specialist	V Group Inc.
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Professional Summary	
Summary	Senior Digital Accessibility and PDF Remediation Specialist with 10+ years of experience assessing, remediating, and validating complex electronic documents to meet WCAG 2.1 Level AA, Section 508, PDF/UA, and ADA accessibility standards. Extensive experience remediating high-volume government documents including regulatory reports, enforcement letters, research publications, and complex data tables. Expert in advanced PDF tagging, logical reading order, table structures, form accessibility, OCR correction, and assistive technology validation. Recognized for delivering audit-ready accessible documents and training stakeholders on accessible document creation best practices.
Key Tools	
Tools	Adobe Acrobat Pro CommonLook PDF GlobalAccess PAC 2024 JAWS Microsoft Word, Excel, PowerPoint
Professional Experience	
Senior Section 508 Accessibility Specialist	CDC and U.S. Mint Columbia, MD 2023 to 2025 - Conducts accessibility assessments for PDFs and Microsoft Office documents including Word, Excel, and PowerPoint - Identifies and remediates issues including tagging structure, reading order, headings, tables, alt text, forms, bookmarks, and color contrast - Validates document accessibility using Adobe Acrobat Pro, CommonLook, PAC 2024, and JAWS



	• Produces compliance verification documentation and audit-ready accessibility remediation reports
Section 508 Accessibility Specialist	Department of Defense Stafford, VA 2021 to Present • Remediates high-volume digital documents including PDF, Word, Excel, and PowerPoint for Section 508 compliance • Rebuilds inaccessible source files into fully accessible document templates aligned with WCAG standards • Delivers remediation work within strict turnaround timelines and quality review standards
Section 508 Accessibility Specialist	U.S. Department of Veterans Affairs Washington, DC 2016 to 2021 • Performed accessibility testing and remediation for clinical research publications and digital resources • Remediated complex PDFs including charts, tables, figures, and scanned documents requiring OCR correction
Accessibility and Web Technology Specialist	HHS / NIAID / FDA 2009 to 2024 • Led large-scale Section 508 remediation initiatives for federal regulatory documents including Civil Money Penalty letters, enforcement records, and budget reports • Produced public-release-ready accessible PDF documents containing complex tables and structured data • Ensured web and document accessibility compliance across enterprise CMS platforms including Drupal
Education	
Degree	Master of Science in Information Assurance University of Maryland University College
Degree	Master of Science in Cybersecurity Policy University of Maryland University College
Degree	Business and Organizational Communication University of Akron

Tamieka Geter Intake and Workflow Coordinator	V Group Inc.
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Professional Summary	
Summary	Experienced Senior Digital Accessibility Specialist with expertise in evaluating and remediating digital assets for compliance with WCAG 2.1 A/AA and Section 508 standards. Proficient in leading accessibility initiatives, improving compliance outcomes, and delivering positive results for customers and employees with disabilities. Adept at using a wide range of assistive technologies, collaborating with design and development teams, and providing comprehensive training and mentorship. Known for effective communication, a solid work ethic, and the ability to excel in fast-paced environments.
Technical Skills	
Screen Readers	JAWS NVDA
Testing Tools	WAVE Accessibility Insights ARC Toolkit Axe DevTools Browser Inspect Accessibility Management Platform (AMP)
Remediation Tools	Adobe Acrobat Pro CommonLook Grackle HTML5 OpenText CMS
Productivity	Microsoft Office Google Workspace Jira Confluence Airtable
Professional Experience	



Accessibility Project Manager	Colorado Department of Education (CDE) Remote May 2024 to Present • Supports organization-wide initiatives to achieve digital accessibility compliance in accordance with Colorado HB21-1110 legislation and WCAG 2.1 standards • Conducts accessibility testing and remediation of documents using NVDA, JAWS, and manual methods • Applies accessible design practices during remediation including styles, headings, reading order, alt text, table structure, color contrast, tagging, and form creation across Microsoft Office, Google Workspace, Adobe PDF, and CommonLook • Develops bi-weekly digital accessibility newsletters providing staff with practical tips, training resources, and policy updates • Hosts weekly accessibility office hours and trains staff on implementing accessible design practices
Digital Accessibility Team Lead	Wells Fargo Remote April 2023 to April 2024 • Provided guidance and leadership to 17 digital accessibility SMEs supporting enterprise ADA and WCAG 2.1 compliance goals • Managed Jira queues, dashboards, Kanban boards, and SLAs to track team goals and progress • Improved consistency and efficiency by defining and creating comprehensive team procedures
Digital Accessibility Specialist	Wells Fargo Remote February 2019 to March 2023 • Evaluated websites and documents using JAWS, NVDA, manual testing, automated testing, and code review against WCAG 2.1 A/AA guidelines • Remediated Microsoft Word and Adobe PDF documents ensuring all materials met WCAG 2.1 standards • Documented violations, proposed remediation recommendations, and guided teams through review sessions
Lead Digital Accessibility Specialist	IBM Atlanta, GA August 2005 to July 2018 • Managed a team of accessibility evaluators across a high-volume eLearning content portfolio • Ensured WCAG 2.0 A/AA compliance by performing accessibility verification testing and remediation on web-based courses, websites, presentations, and documents • Raised awareness of WCAG 2.0 A/AA and Section 508 standards by training teams on best practices
Education	
Degree	Bachelor of Science in Computer Information Systems Clark Atlanta University (1998)

Peter Andrew Daly WCAG / Section 508 Compliance Expert	V Group Inc.
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Professional Summary	
Summary	Seasoned Web Designer, Developer, and ADA Section 508 Certified Trusted Tester with 15+ years of experience supporting accessibility, usability, and compliance across federal and Fortune 500 environments. Expertise in integrating accessibility into the SDLC, providing testing, guidance, and training to business and development teams to ensure compliance with WCAG 2.1 and



	ARIA standards, particularly for responsive web and mobile applications. Proven track record leading accessibility and functional testing across complex projects including Drupal CMS implementations and driving compliance through both manual and automated validation methods.
Certifications	
Credentials	ADA Senior Consultant Certified DHS Trusted Tester Certification 3.4 Web Developer Certification
Technical Skills	
Tools and Standards	JAWS NVDA VoiceOver TalkBack Axe WAVE Tenon Comply AMP HTML5 ARIA WCAG 2.0/2.1/2.2 Section 508 Drupal 8 Jira Confluence Agile/SCRUM Responsive Web Mobile Simulators
Professional Experience	
Accessibility Lead	Visa Alexandria, VA October 2020 to Present • Accessibility test lead for agile development teams • Verified all bug fixes by testing with JAWS, NVDA, iOS VoiceOver, and Android TalkBack • Reviewed Figma UX designs and provided ADA notes and recommendations to meet WCAG 2.1 and 2.2 compliance • Guided development teams using ARIA for all UI interface components following WCAG 2.0, Section 508, UAAG, and ATAG best practices
Accessibility Lead	Princess Cruises San Francisco, CA September 2019 to September 2020 • Guided implementation for authoring and reviewing e-docs for full compliance with ADA and the Presidential Plain Writing Act of 2010 • Verified bug fixes by testing with JAWS, NVDA, iOS VoiceOver, and Android TalkBack
Accessibility Lead	Google San Francisco, CA July 2017 to February 2019 • Mentored UX and development teams on implementing best practices for WCAG 2.1 • Improved usability and accessibility of Google internal and external applications • Presented monthly webinars for development teams on WCAG 2.0 and ARIA
Accessibility Lead	DHS Section 508 Washington, DC January 2015 to February 2017 • Managed testing for 3 development teams for ADA accessibility across desktop and mobile • Accessibility test lead for Agile development teams for defect management • Ensured web teams met Section 508 compliance standards consistently
Web Developer and ADA Analyst	Department of Veterans Affairs Washington, DC January 2007 to December 2012 • Maintained federal website for accessibility conformance of CSS, HTML, and JavaScript • Developed and presented WCAG 2.0/Section 508 training to all federal development teams • Enhanced ADA conformance metrics by 30% through positive reward programs
Education	
Degree	Computer Science WB College



Keyonda Smith
Accessibility Tester and Compliance Specialist

V Group Inc.

Professional Summary

Summary	Accessibility Specialist and User Experience (UX) and Digital Health Researcher with over 12 years of experience. Led teams and projects across emerging digital accessibility as Director of Accessibility and Instructional Design, overseeing a team of 8 designers nationwide. Earned a PhD in Education Leadership with a focus on Digital Health to create innovative, accessible, and engaging digital content that promotes equity, inclusion, and wellness. Recognized as a DHS Trusted Tester and WCAG Certified Specialist with deep expertise across PDF, video, form remediation, and pre-publication accessibility testing.
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Certifications

Credentials	Certified DHS Trusted Tester for Web (OAST) No. 30097-5069 Certified Web Accessibility Specialist, IAAP Certified JAWS Specialist, Freedom Scientific Google Trainer Certified Google Analytics IQ Certified Artificial Intelligence Prompting Certified (AICEP)
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Professional Experience

Sr. 508 Accessibility Analyst / Accessibility Lead	Maryland Department of Health June 2024 to Present - Remediates PDF, Word, and PowerPoint to WCAG 2.1 AA including reading/tab order, tag structure, and accessible form fields - Validates using JAWS, NVDA, and automated tools - Establishes pre-publication QA and definition of done for public content - Creates checklists and job aids for non-technical contributors
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Lead Accessibility Specialist	edX June 2020 to June 2024 - Served as SME for partner faculty on all inquiries related to content accessibility - Managed accessibility processes and documentation supporting institution-wide initiatives - Conducted accessibility audits of content, workflows, and digital properties - Collaborated with designers, developers, and testers to create accessible working prototypes and tools
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508 and 504 Accessibility Specialist / Instructional Designer	KMSmithPhD.com Consulting August 2008 to October 2021 - Federal clients included various universities, EdX, FDA, FAA, DHS, U.S. Census Bureau, and DoD - Performed accessibility user tests, remediation, and migrations between learning management systems - Developed and delivered accessibility onboarding programs for new hire orientation
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Education

Degree	Doctor of Philosophy (PhD), Special Education Teaching and Curriculum Development Trident University (2013 to 2016)
Degree	Master's Degree, Higher Education Trident University International (2012 to 2013)
Degree	Bachelor's Degree, Community Health Education Trident University International (2010 to 2012)



Samuel Gutema Senior Remediation Specialist	V Group Inc.
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Professional Summary	
Summary	Results-driven Accessibility and Systems Analyst with over 10 years of experience ensuring Section 508 and WCAG 2.2 compliance across federal and private sectors. Expert in web accessibility audits, VPAT/ACR reviews, and document remediation covering PDF, Word, PowerPoint, and Excel with a proven record of leading testing teams and improving compliance outcomes. Skilled in developing accessibility frameworks, conducting risk assessments, and implementing accessibility and functional QA methodologies to enhance user inclusion and meet federal standards.
Certifications	
Credentials	DHS Trusted Tester Certified IAAP CPACC Certified
Technical Skills	
Accessibility Tools	JAWS NVDA ZoomText Dragon ANDI Siteimprove Color Contrast Analyzer Open AJAX
Web Technologies	HTML CSS JavaScript ARIA JSON Bootstrap
Testing and PM	Jira ALM Quality Center TFS RTM Agile and Waterfall methodologies
Professional Experience	
Sr. Accessibility / Systems Analyst (Lead)	Department of Veterans Affairs Washington, DC December 2016 to Present - Leads Section 508 and functional accessibility testing for Electronic Health Record (EHR) and other enterprise applications - Manages web accessibility audits and remediation of complex PDF and Office files ensuring WCAG 2.1/2.2 conformance - Collaborate with UX designers and stakeholders to review wireframes and user interface designs - Works in Agile environment participating in sprint planning, daily stand-ups, backlog grooming, and retrospectives - Develops ACRs, accessibility reports, and contributes to Section 508 compliance strategy and governance - Mentors' junior testers and conduct hands-on training on assistive technologies and testing methodologies - Trained content authors and development teams on WCAG-aligned workflows and AT tools
508 / Functional Systems Analyst	Concur Technologies Tysons Corner, VA April 2014 to September 2016 - Supported enterprise implementation of Section 508 compliance policies and accessibility initiatives - Performed accessibility assessments and developed recommendations for UI and document design - Delivered accessibility remediation services and trained content authors on WCAG-aligned workflows
Education	
Degree	Bachelor of Science Old Dominion University, Norfolk, VA



Matthew Striet
Accessibility QA Analyst

V Group Inc.

Professional Summary

Summary	Digital Accessibility Specialist with over 11 years of experience in accessibility compliance and remediation, including a previous role as Digital Accessibility Specialist at Miami University. Expertise in Section 508 and WCAG standards, document remediation, and screen reader testing using JAWS. Proven track record in delivering accessibility training and developing accessibility policies for diverse organizations.
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Certifications

Credentials	CPACC, Certified Professional in Accessibility Core Competencies JAWS Screen Reader Certified
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Professional Experience

Accessibility Subject Matter Expert / Project Lead	Tennessee Department of Transportation September 2025 to April 2026 • Collaborated with TDOT to establish a Section 508 accessibility program enhancing digital accessibility standards • Conducted remediation and QA testing on over 2,200 digital assets including documents, web content, and videos for WCAG 2.1 AA compliance • Developed and implemented a SharePoint tracking system to streamline accessibility remediation workflows and reporting
Section 508 Subject Matter Expert	Dynamic Integrated Services McLean, VA June 2023 to February 2025 • Remediated over 20,000 documents to support federal contracts ensuring Section 508 and WCAG compliance • Developed and implemented accessibility policies and remediation standards across various contracts • Conducted QA testing and delivered training to designers and project teams
Digital Accessibility Specialist	Miami University Oxford, OH March 2021 to June 2023 • Remediated documents using Equidox, CommonLook Prep, Adobe Acrobat Pro, and Microsoft Word • Conducted thorough accessibility testing with JAWS screen reader to identify and address accessibility barriers • Delivered targeted accessibility training and consultations across university departments
Assistive Technologist / Web Content Editor	Sinclair College Dayton, OH November 2016 to 2021 • Managed assistive technology infrastructure including JAWS, Kurzweil 3000, Dragon NaturallySpeaking, and ZoomText • Delivered comprehensive training sessions on assistive technology for students and faculty

Education

Degree	Bachelor of Arts and Sciences in Integrative Studies Northern Kentucky University
Degree	Associate of Arts University of Cincinnati



Sabina Rahman
Accessibility QA Analyst

V Group Inc.

Professional Summary

Summary	Senior Accessibility Specialist with 10+ years of experience supporting federal agencies and enterprise organizations in implementing Section 508 and WCAG compliance programs. Experienced in enterprise governance, accessibility audits, remediation strategy, assistive technology testing, and regulatory compliance. Proven ability to collaborate with executive leadership, developers, content creators, and policy stakeholders to implement sustainable accessibility frameworks.
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Certifications

Credentials	ISTQB Certified Tester IAAP CPACC Certified JAWS Certified Trusted Tester (Section 508) CompTIA Security+ (2024 to 2026) GSA Section 508 Certification
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Professional Experience

Digital Accessibility Consultant	United States Department of Defense September 2024 to Present - Leads accessibility compliance efforts for federal instructional and digital systems aligned with WCAG 2.0 and Section 508 - Conducts enterprise accessibility audits across web, documents, and digital learning platforms - Performs assistive technology testing using JAWS, NVDA, VoiceOver, and braille devices - Delivers accessibility briefings and reports to senior leadership and stakeholders
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Senior Accessibility Specialist	Federal Reserve Board of Governors Washington, DC August 2022 to August 2024 - Managed Section 508 compliance for web applications, PDFs, Word, Excel, and PowerPoint documentation - Tagged complex PDFs and remediated documents using Adobe Acrobat Pro and CommonLook - Supported enterprise accessibility, governance and compliance reporting - Partnered with cross-functional teams to integrate accessibility into SDLC processes
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QA / Section 508 Tester	Microsoft January 2022 to July 2022 - Conducted in-depth accessibility testing of SharePoint and custom web applications - Developed accessibility-focused test plans aligned with Microsoft Accessibility Standards - Collaborated with PMs and engineering teams to ensure compliance milestones were met
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Quality Assurance Analyst	Fairfax County Public Schools Alexandria, VA June 2018 to January 2022 - Developed and executed manual test cases for large-scale educational platforms serving 180,000+ users - Participated in Agile ceremonies and defect triage meetings - Ensured compliance with county, state, and federal standards
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Education

Degree	Bachelor of Business Administration Mirpur Girls Ideal Laboratory Institute, Dhaka BD
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ARCSOURCE GROUP INC. | SUBCONTRACTOR STAFF

Victory Marasigan

Senior Accessibility Engineer and Project Lead

ArcSource Group Inc.

Professional Summary

Summary

Senior Section 508 Tester and Analyst, Senior UX Designer and Developer, and Human Factors Engineer with more than 18 years of experience on federal and private projects. Concentrations span multiple aspects of website and application production including UI design, accessibility and Section 508 usability analysis and remediation, QA testing, instructional systems design, technical writing, and multimedia for the Web. Project lead on CDC Accessibility Program Support, U.S. Mint, and USCIS Section 508 compliance programs.

Certifications

Credentials

Certified Professional in Accessibility Core Competencies (CPACC) | DHS Trusted Tester Certified, OAST (2017) | B.A. Biological Sciences, UMBC (1999)

Professional Experience

Digital Accessibility Expert

ArcSource Group Inc. | Columbia, MD | 2008 to Present

Key engagements:

- CDC Accessibility Program Support: Project lead conducting Section 508 compliance testing and remediation; developed risk assessment process for CDC systems and websites (2022 to Present)
- U.S. Mint and USCIS Section 508 Compliance Testing and Remediation: Conducts compliance testing and remediation; developed training materials and job aids for client staff (2018 to Present)
- CMS Customer Accessibility Resource Staff (CARS): Supports electronic document and eLearning accessibility training development and remediation (2018 to Present)
- VHA Office of Health Informatics: Human Factors Engineer supporting Patient, PCP, and Maternity Care Coordinator journey mapping design and analysis
- Defense Logistics Agency: Designed user interfaces and developed prototypes for decision dashboards; reviewed and remediated materials for Section 508 compliance
- U.S. Department of Veterans Affairs (My HealtheVet): UX/UI development, multimedia, usability and accessibility remediation, and content consultation for health portal

Irene Rojas

Web Accessibility and Remediation Specialist

ArcSource Group Inc.

Professional Summary

Summary

Web accessibility professional and developer with over 6 years of hands-on experience delivering accessible digital solutions for federal agencies. Completed DHS Trusted Tester certifications with a strong background in Drupal, web development, and accessibility technologies. Skills include front-end development, content management, responsive design, and accessibility remediation, with a proven ability to enhance user experience across diverse platforms.

Professional Experience



Section 508 Specialist	ArcSource Group Inc. Columbia, MD Client: NIH National Eye Institute October 2024 to May 2025 - Applied WCAG standards to perform federally mandated Section 508 compliance updates on 1,396 NEI public pages in Drupal and 146 intranet pages in SharePoint Online - Utilized Adobe Acrobat and Remediate to enhance accessibility of both public-facing and internal PDF and Word documents - Conducted monthly website accessibility assessments using SortSite to identify compliance issues and track improvements - Attended the 2024 Interagency Accessibility Forum (IAAF) to gain insights into best practices across government accessibility programs
Web Accessibility Testing Engineer	ScribeDoc.Com Inc. Stafford, VA Client: U.S. Department of the Treasury, Bureau of Engraving and Printing December 2023 to October 2024 - Utilized screen reader software and automated testing tools (ANDI, Axe DevTools) to evaluate intranet websites, applications, and COTS software for accessibility compliance - Generated detailed reports documenting accessibility findings and providing remediation recommendations aligned with WCAG standards
UI/UX Developer	Evoke Consulting LLC Reston, VA Client: USDA Food and Nutrition Service November 2021 to September 2023 - Applied federally mandated accessibility standards to website content, code, and documents - Remediated non-compliant code using HTML best practices and USDA style guidelines - Performed User Acceptance Testing (UAT) prior to code deployments
Web Application Developer	Planned Systems International Arlington, VA Client: DHS NICCS August 2019 to September 2020 - Migrated website from Drupal 7 to redesigned Drupal 8 platform - Applied federally mandated accessibility features and standards to ensure compliance - Developed and executed UAT and Developer Acceptance Testing for deployments
Education	
Degree	Full Stack Web Development Certificate (MERN Stack) George Washington University (2018)
Degree	Master of Arts in Journalism University of Missouri (2010)
Degree	Bachelor of Arts in English College of William and Mary (2008)

Craig Clark Section 508 Testing and eLearning Specialist	ArcSource Group Inc.
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Professional Summary	
Summary	Certified DHS Section 508 Trusted Tester (October 2020) with 20+ years of development, content management, and eLearning experience supporting government and commercial customers. Five years of experience designing, developing, testing, and implementing ICT ensuring compliance with Section 508 requirements. Recognized by USCIS leadership for exceeding mission-critical training accessibility goals by more than 83.4%.



Certifications	
Credentials	DHS Section 508 Trusted Tester Full Stack Ruby on Rails Developer Certificate, Johns Hopkins Engineering for Professionals B.A. Japanese, University of Utah
Professional Experience	
Section 508 Trusted Tester and Senior eLearning Developer	ArcSource Group Inc. Columbia, MD 2019 to Present - Provides Section 508 compliance testing and remediation for U.S. Mint and CDC ICT portfolios - Works with clients to train employees and share best practices - Designs and implements SCORM functionality within eLearning mobile applications using HTML5 and JavaScript - Performed accessibility testing and remediation independently following Section 508 and WCAG 2.1 guidelines for DHS - Cited by USCIS: exceeded mission-critical training accessibility goals by more than 83.4% and resolved complex 508 testing challenges under pressure with short due dates
Senior Multimedia Developer	Lockheed Martin Space October 2019 to August 2020 - Developed robust online multimedia content including text, graphics, audio, video, animations, and simulations - Provided Section 508 remediation services for the U.S. Navy
Senior eLearning Developer	MediaPro at Boeing March 2016 to October 2019 Created effective, scalable, and engaging learning solutions for Boeing aircraft pilots using proven instructional design theories
Instructional Content Developer	Concurrent Technologies Corp. June 2005 to September 2012 - Developed accessible and highly scalable multimedia courseware for web-based training - Performed Section 508 accessibility compliance testing for the Department of Veterans Affairs - Helped set accessibility standards for web-based applications using MVC and other design patterns
Education	
Degree	B.A. in Japanese University of Utah, Salt Lake City, UT
Degree	A.A. in Intercultural Multimedia East West International College, Chiba, Japan

Jennifer Quinto Project Manager	ArcSource Group Inc.
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Professional Summary	
Summary	Certified Project Management Professional with 20+ years of relevant experience in project management, Instructional Systems Design, Section 508 compliance, and performance improvement. Experience spans analysis, instructional design, training and facilitation, program management, quality assurance, business process improvement, software documentation, change management, and performance management. Led and managed training projects for federal clients including the Air Force, Navy, Department of Education, and Centers for Medicare and Medicaid Services. Recognized for the ability to work effectively with cross-functional teams and stakeholders and for a strong dedication to meeting project objectives.
Certifications	



Credentials	Certified Project Management Professional (PMP) Certified Training from the Back of the Room Trainer Certified Accelerated Learning Trainer CMMI Level 3
Key Skills	
Skills	Project Management Managing Budgets, Risks, and Schedules Program Management Project Coordination QA/QC 508 Compliance and Remediation Training Needs Assessments ADDIE, SAM, and Gagne Methodologies Call Center Management and Training Instructor-Led and Online Courseware Design Adobe Captivate WebEx/Adobe Connect
Professional Experience	
Director of Operations	ArcSource Group Inc. January 2023 to Present - Senior leader responsible for establishing and managing internal operations systems including accounts receivable/payable, payroll, employee travel coordination, and company-wide policies and procedures - Works closely with the President to develop business objectives, performance metrics, and strategies to enhance employee satisfaction and organizational success - Drives customer satisfaction by ensuring high-quality service delivery while optimizing cost efficiency - Leads organizational compliance with regulatory standards including governmental reporting, ISO/CMMI, and company policies
Project Manager, All ArcSource Training Projects	ArcSource Group Inc. January 2018 to December 2023 AFMRA Training Team, Navy NDACS, CMS CARS - Applied ADDIE model to develop engaging learner experiences, accountable for design, development, and testing of learning management mobile applications and portals - Coordinated stakeholder engagement including requirements gathering, monitoring, tracking, and project status reporting - Responsible for team schedules, staff development, and training - Coordinated CMMI Level 3 efforts including training internal team members and completing process documentation
Instructional Designer	ArcSource Group Inc. September 2015 to December 2017 - Responsible for analysis, design, development, implementation, and evaluation of asynchronous, instructor-led, and webinar training sessions - Developed Training Needs Assessments, Storyboards, Adobe Captivate training, instructor guides, and Kirkpatrick evaluation frameworks - Maintained satisfactory client communication through weekly client meetings and monthly status reports to CMS
Education	
Degree	H.S. Diploma, Psychology Pines Montessori High School (1999)

Emily Copp DHS Trusted Tester and Senior Instructional Designer	ArcSource Group Inc.
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Professional Summary	
Summary	Certified DHS Trusted Tester with 6 years of experience testing and remediating all forms of ICT. Skilled Instructional Designer and Developer with extensive experience in project scoping, analysis, design, authoring, quality assurance, and evaluation. Has worked with clients including Alaska Airlines,



	Eli Lilly, Siemens, USAA, University of Texas, and the U.S. Military. Passionate about designing highly engaging user experiences that are accessible to all audiences.
Certifications	
Credentials	DHS Trusted Tester Certified (Section 508)
Professional Experience	
Instructional Designer	ArcSource Group Inc. Columbia, MD 2016 to Present • Works closely with clients to determine needs and refine content • Design and develop web-based courseware and support documents with accessible architecture • Performs usability testing and presents client mockups for pre-approval • Tests and remediates ICT for Section 508 compliance
Instructional Design Consultant	Abreon Group Pittsburgh, PA 2014 to 2015 • Designed blended learning program for a large financial institution • Revised and improved existing training materials
Senior Instructional Technologist	Knowledge Universe Portland, OR 2010 to 2013 • Designed ILT and e-learning for early education teachers and managers • Mentored design team on instructional strategies, activities, and scenarios • Packaged courses for CD and LMS delivery
Instructional Developer / Designer	Concurrent Technologies Corporation Bremerton, WA 2008 to 2010 • Decreased production time by 40% via automation of storyboard export/flash import using XML • Packaged courses for SCORM compliance
Education	
Degree	Full Stack / MERN Stack Development background; extensive ISD and multimedia credentials across multiple institutions



C. Provide the following Remediation costs (as applicable)

Team V Group proposes the following all-inclusive per-page remediation rates for Clackamas County's on-call document accessibility program. All rates are firm for the duration of the contract and cover the complete remediation lifecycle including assessment, remediation, assistive technology validation, and compliance verification. No additional charges apply for project management, coordination, or standard quality review.

Service Type	Page Rate	Turnaround Time
Standard Remediation	\$8.50 / page	3 to 5 business days
Complex Remediation	\$18.50 / page	5 to 10 business days
Bid Package Drawings/Maps	\$40.00 / page	Project-based
Urgent Rush Adder	+30% of base rate	24 to 48 hours

Note on Page Rate Methodology: Page rate is calculated based on the remediated document page count as rendered in the source file or PDF. For task orders involving mixed document types, Standard and Complex rates are applied per page at the applicable tier. Rush adder rates are applied to the total invoice value for qualifying task orders only.

Service Definitions

Standard Remediation: Definition	
Standard Remediation applies to born-digital documents requiring routine accessibility corrections to meet WCAG 2.1 Level AA compliance that do not contain complex structures or technical graphics.	
Includes	- Text-based PDFs and Microsoft Office documents (Word, PowerPoint, Excel) - Proper heading structure, lists, paragraphs, and bookmarks - Simple tables with a single header row and no merged cells - Basic alternative text for images - Hyperlinks, reading order, language settings, and document properties - Exporting accessible PDFs from source files
Excludes	Fillable forms, scanned or image-only documents, complex tables, charts, maps, drawings, or documents requiring detailed manual interpretation

Complex Remediation: Definition	
Complex Remediation applies to documents that require advanced accessibility techniques, manual remediation, and/or assistive technology testing to meet WCAG 2.1 Level AA compliance.	
Includes	- Fillable and interactive PDF forms - Scanned or image-based documents requiring OCR and correction - Documents with complex or multi-level tables, merged cells, or calculations - Charts, graphs, or meaningful images requiring detailed text alternatives - Adobe Acrobat Pro Tag Tree remediation - Multi-section documents with layered structure or cross-references

Additional Service Notes

- Source File Availability:** Team V Group applies source-aware remediation wherever possible. When source files (Word, PowerPoint, InDesign) are provided, remediation is performed at the source and an accessible PDF is exported, producing a more durable and maintainable compliant output. When only a PDF is available, direct PDF remediation is performed using Adobe Acrobat Pro and CommonLook.
- Bid Package and Technical Drawing Scope:** For maps, engineering drawings, CAD outputs, and GIS-generated content, Team V Group will coordinate with the County's project manager at task



order initiation to confirm the appropriate accessible alternative format required, whether tagged PDF, narrative text equivalent, or both, prior to commencing work.

- **Rush Request Process:** Urgent rush requests must be flagged at the time of task order submission. Team V Group will confirm availability and delivery timeline within two hours of receipt. Rush capacity is maintained across the team to ensure the County is never left without recourse for time-sensitive accessibility needs.
- **Web Accessibility and Training Services:** Rates for web accessibility auditing, WCAG compliance testing, and training services are available upon request and will be provided as part of individual task order scoping conversations, as these engagements vary in scope and complexity by department.

D. If applicable, provide the Cost for available training packages. Additionally, provide per hour training (on an as-needed basis)

Available Training Packages:

Team V Group offers the following structured training packages and hourly consulting rates to build Clackamas County's internal accessibility capacity. All sessions may be delivered virtually or in person, are tailored to the County's specific platforms and document types, and are available to departments on an on-call, as-needed basis.

Structured Training Packages

Training Package	Description	Cost
WCAG 2.1 Fundamentals Training	Overview of ADA Title II requirements, WCAG 2.1 Level AA principles, common accessibility issues, and County staff responsibilities	\$3,500 per session
Accessible Document Creation — Microsoft Office	Hands-on training for creating accessible Word, Excel, and PowerPoint documents and exporting compliant PDFs	\$4,000 per session
PDF Remediation Training — Adobe Acrobat Pro	Advanced training on remediating existing PDFs including forms, tag trees, reading order, and accessibility validation	\$4,500 per session
Accessibility for Drawings, Maps and Bid Packages	Best practices for making technical documents, drawings, maps, and bid packages accessible including alternative formats and text equivalents	\$5,000 per session

Session Details

Delivery Format	Virtual or in person, per County preference
Typical Session Length	3 to 4 hours
Estimated Class Size	5 to 30 participants per session
Training Materials	Remain vendor intellectual property; provided to participants for reference use during and after the session

Per-Hour Training and Consulting Rate

Service	Rate
ADA / WCAG Training and Consulting (As-Needed)	\$150 per hour

This hourly rate applies to one-on-one coaching sessions, follow-up sessions after structured training, custom departmental training tailored to specific workflows or content types, and ongoing WCAG consulting and troubleshooting support for County staff.



E. Provide three (3) References with email, phone, and contact name.

Team V Group provides the following six references drawn from active and recently completed engagements across both V Group Inc. and ArcSource Group Inc. These references collectively demonstrate the full range of services Clackamas County requires, including WCAG 2.1 AA web accessibility auditing and remediation, large-scale document remediation programs, enterprise Section 508 compliance management, VPAT and ACR authoring, assistive technology validation, and on-call task-order delivery. All references are available and have agreed to be contacted.

V GROUP INC. | PRIME CONTRACTOR REFERENCES

1	NYSED Digital Accessibility Services V Group Inc. Prime Contractor
Contact	David Gambacorta, Contract Management Specialist
Organization	New York State Education Department (NYSED)
Phone	518-473-9614
Email	david.gambacorta@ogs.ny.gov
Scope, Purpose and Results	Full WCAG 2.1 AA audit and remediation of NYSED's public-facing web properties and document portfolio under the NYS OGS HBITS contract. V Group delivered accessible Drupal 7 templates, developer training, and compliance documentation covering web content, PDFs, and forms in alignment with ADA Title II and DOJ digital accessibility standards. This engagement reflects direct experience with a government agency web and document accessibility program of the scope and regulatory obligation Clackamas County requires.

2	Acme United WCAG 2.1 AA Audit and Remediation V Group Inc. Prime Contractor
Contact	William Dossmann, Chief Information Officer
Organization	Acme United Corporation (FirstAidOnly.com)
Phone	203-319-2142
Email	W.Dossmann@acmeunited.com
Scope, Purpose and Results	End-to-end WCAG 2.1 AA accessibility program for FirstAidOnly.com covering 982+ pages, product listings, checkout workflows, interactive components, and documents. V Group identified 1,200+ accessibility issues, delivered a 21-page VPAT and full ACR, and supported code-level remediation. Achieved a 95% WCAG 2.1 AA compliance rate and a 25% increase in monthly user sessions. Demonstrates V Group's capacity for high-volume inventory remediation, VPAT authoring, and structured compliance reporting.

3	C2C Web Accessibility Audit and Remediation V Group Inc. Prime Contractor
Contact	Sandeep Soman, Program Manager
Organization	Context to Call (C2C)
Phone	609-451-2604
Email	sandeep.soman@contexttocall.com
Scope, Purpose and Results	Accessibility audit and remediation of the C2C web application including interactive widgets, dynamic content, and embedded components deployed across 50+ client websites. Assistive technology validation conducted using JAWS, NVDA, VoiceOver, and TalkBack. Achieved 97% screen-reader compatibility and



	100% keyboard access. Demonstrates V Group's depth in mixed-platform remediation, ARIA implementation, and assistive technology testing across diverse deployment environments.
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ARCSource GROUP INC. | SUBCONTRACTOR REFERENCES

4	CDC Accessibility Program Support ArcSource Group Inc. Prime on ArcSource Contract
Contact	Scott Wilson, Project Manager, CDC Accessibility Program
Organization	Centers for Disease Control and Prevention (CDC)
Phone	404-639-8881
Email	ZIR3@cdc.gov
Scope, Purpose and Results	Enterprise Section 508 and WCAG 2.1 AA accessibility program supporting CDC systems, websites, and documents. ArcSource serves as Project Lead and has processed 4,442+ ServiceNow accessibility requests, completed 100+ risk assessments, and supported a 95% compliance rate across evaluated systems in 2024. This engagement demonstrates ArcSource's capacity for high-volume, on-call enterprise accessibility program delivery with structured intake, triage, and compliance tracking at scale.

5	NIH/NEI Section 508 Web and Document Accessibility ArcSource Group Inc. Prime on ArcSource Contract
Contact	Donald Wilson, Contracting Officer
Organization	National Institutes of Health, National Eye Institute (NIH/NEI)
Phone	301-435-3886
Email	wilsond@nih.gov
Scope, Purpose and Results	Section 508 compliance updates across 1,396 public-facing NEI pages in Drupal and 146 SharePoint intranet pages, plus PDF and Word document remediation. Monthly SortSite accessibility assessments and weekly reporting to client stakeholders. This engagement is among the most directly analogous to Clackamas County's combined web and document compliance scope, combining web CMS remediation with government document accessibility across both public-facing and internal platforms.

6	U.S. Mint Section 508 Compliance Testing and Remediation ArcSource Group Inc. Prime on ArcSource Contract
Contact	Jasmine Hubbard, Contracting Officer Representative
Organization	United States Mint
Phone	202-354-6764
Email	Jasmine.Hubbard@usmint.treas.gov
Scope, Purpose and Results	Section 508 compliance testing and remediation of reports, forms, brochures, organizational charts, training materials, and internal documentation across the U.S. Mint's ICT portfolio. Validation conducted using JAWS, WAVE, ANDI, PAC, Acrobat Checker, and CommonLook with source-aware remediation applied across Word, InDesign, and PowerPoint source files. ArcSource delivered 18 documents on schedule in a single month while maintaining quality and reducing repeat errors. Demonstrates sustained high-volume document remediation capability over a multi-year contract term.



KEY PERSONNEL REFERENCES — NEIDA ORTIZ, LEAD ACCESSIBILITY CONSULTANT

Team V Group is pleased to provide professional references for our Lead Accessibility Consultant, Neida Ortiz, who brings hands-on expertise in WCAG 2.1 AA compliance, Section 508 auditing, document remediation, and accessibility training. She is currently leading our OPWDD ADA Title II document accessibility engagement, closely aligned with Clackamas County's on-call scope. Neida will serve as the primary point of accountability for quality and compliance delivery under this contract.

UNICEF Digital Accessibility Consulting and Training Neida Ortiz | AccessAbility Bootcamp

Contact	Sandra Quiroz
Organization	UNICEF
Phone	+3 465.156.8689 (Spain) / Tracey Ngai (HR) +1 212.824.6518 (USA)
Email	squiroz@unicef.org / tngai@unicef.org
Contract Period	June 2025 to Present
Scope, Purpose and Results	Developed and delivered a global accessibility e-learning curriculum and live interactive webinars for UNICEF staff. Provided strategic advisory services on digital inclusion, WCAG compliance, and the creation of accessible digital assets across departments. Directly mirrors Clackamas County's requirement for Accessibility Consulting, Training, and Strategic Advisory Services to support organization-wide compliance with WCAG standards.

USDA Forest Service Section 508 and WCAG 2.1 AA Compliance Program Neida Ortiz | Guidehouse Digital (Public Trust Clearance)

Contact	Rick Bieber
Title	Director, Program Manager
Organization	USDA Forest Service (via Guidehouse Digital)
Phone	+1 970.215.8759
Email	rbieber@guidehouse.com / Richard.Bieber@usda.gov
Contract Period	September 2023 to May 2025
Scope, Purpose and Results	Conducted Section 508 and WCAG 2.1 AA audits on 20+ public-facing digital products. Provided code-level remediation guidance, established a standardized testing infrastructure, and authored Accessibility Conformance Reports (ACRs and VPATs). Directly aligns with Clackamas County's requirement for Accessibility Assessments, Document and Web Remediation guidance, and rigorous Compliance Reporting within a highly regulated public sector environment

Florida Virtual School Full Accessibility Lifecycle Program Neida Ortiz | Florida Virtual School (FLVS)

Contact	Deo Bissessar
Title	Quality Assurance Specialist
Organization	Florida Virtual School (FLVS)
Phone	+1 689.280.7191
Email	BissessarDeo@gmail.com
Contract Period	April 2017 to August 2023
Scope, Purpose and Results	Managed the full accessibility lifecycle for learning management systems and thousands of educational documents covering Word, PDF, and PowerPoint formats. Audited and remediated files using JAWS and NVDA and delivered capacity-building training to content creators across the organization. Directly



	addresses Clackamas County's core requirement to assess and remediate electronic documents of varying complexity and validate them using assistive technologies including JAWS.
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F. Quote Certification Form

QUOTE CERTIFICATION FORM RFQ #2026-21

Submitted by: V Group Inc.

(Must be entity's full legal name)

Each Quoter must read, complete and submit a copy of this Clackamas County Certification with their Quote. Failure to do so may result in rejection of Quote. By signature on this Certification the undersigned certifies that they are authorized to act on behalf of the Quoter and that under penalty of perjury the undersigned will comply with the following:

SECTION I. OREGON TAX LAWS: As required in ORS 279B.110(2)(e), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Quoter is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means the tax laws of the state or a political subdivision of the state, including ORS 305.620 and ORS chapters 316, 317 and 318. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Quoter to 24% backup withholding.

SECTION II. NON-DISCRIMINATION: That the Quoter has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, gender identity, national origin, or any other protected class. Nor has Quoter or will Quoter discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emerging small business that is certified under ORS 200.055.

SECTION III. CONFLICT OF INTEREST

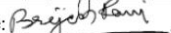
The undersigned hereby certifies that no elected official, officer, agent or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFQ, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its elected officials, officers, agents, or employees had induced Quoter to submit this Quote. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a quote for the same material, and is in all respects fair and without collusion or fraud.

SECTION IV. COMPLIANCE WITH SOLICITATION:

- The undersigned further agrees and certifies that they:
1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFQ (including any attachments); and
 2. Are an authorized representative of the Quoter, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Quote or contract termination; and
 3. Will furnish the designated item(s) and/or service(s) in accordance with the RFQ and Quote; and
 4. Will use recyclable products to the maximum extent economically feasible in the performance of the contract work set forth in this RFQ.

Name: Brijesh Ravi

Date: 4/23/2026

Signature: 

Title: Manager - IT Consulting

Email: orbids@vgroupinc.com

Telephone: 609-371-5400

Oregon Business Registry Number: 1764525-98

OR CCB # (if applicable): N/A

Business Designation (check one):

☒ Corporation ☐ Partnership ☐ Sole Proprietorship ☐ Non-Profit ☐ Limited Liability Company

☐ Resident Quoter, as defined in ORS 279A.120

☒ Non-Resident Quote. Resident State: New Jersey



G. Any additional information that Clackamas County should take into consideration for the project or qualifications.

Operational Readiness from Day One

Both V Group Inc. and ArcSource Group Inc. are actively delivering ADA Title II and WCAG 2.1 AA compliance programs at the time of this submission. V Group is currently remediating a large-scale state government document portfolio for OPWDD, and ArcSource holds active multi-year contracts with the CDC, NIH/NEI, and U.S. Mint. Team V Group does not need a ramp-up period. The workflows, tools, and quality standards proposed for Clackamas County are already operational.

Scalable On-Call Capacity

Team V Group fields a deep bench of 16 dedicated accessibility professionals spanning Lead Consultants, Senior Remediation Specialists, QA Analysts, a Project Manager, and an Intake and Workflow Coordinator. This structure is purpose-built for on-call, task-order-based programs where volume, document complexity, and departmental needs vary. The County will never encounter a capacity constraint regardless of seasonal spikes or concurrent requests across departments.

Certified, Dual-Firm Quality Infrastructure

Both firms independently hold CMMI Level 3 appraisals and ISO 9001:2015 certifications. Every deliverable produced under this contract will pass through a structured quality review cycle before submission, ensuring the County receives audit-ready, first-time-right accessible content consistently.

No Learning Curve on Government Document Complexity

Team V Group's staff have remediated the exact document types Clackamas County produces including regulatory notices, engineering reports, forms, bid packages, organizational charts, and policy documents, across federal agencies including the CDC, U.S. Mint, DHS, VA, and HHS. The County will not be our training ground.

Committed to Building County Capacity, Not Dependency

Team V Group believes accessibility programs succeed long-term when internal staff are equipped, not just when vendors are engaged. Our training approach is practical, role-specific, and designed to reduce the County's on-call volume over time by empowering content authors and developers to create accessible materials from the start.

Sample ACR

Company Name Section 508 Compliance Report

This application was tested according to the Trusted Tester Section 508 Conformance Test method: Trusted Tester v.5.1.3. The review may be a sampling of pages to confirm product compliance. The responsibility for full and complete testing and compliance remains with the owner of the application or website.

Review Date: Fri Feb 13 2026 00:16:17 GMT-0500 (Eastern Standard Time)

Product Information

Product Name: [redacted]
Product Version: v5.1
Product Owner/Vendor: [redacted]
Product Type: Software
Location: [redacted]
Product Description: [Product description]

Tester's Information

Tester's First Name: Neida
Tester's Last Name: Ortiz
Trusted Tester ID: TT-2309-04873
Company Name: Company Name
Tester's Email: info@aabootcamp.com
Notes:

Test Environment Information

Browser: , Chrome
Browser Version: , Other
Compatibility View:
Operating System: Window OS
Operating System Version: Windows 11
Testing Method: Trusted Tester
Testing Method Version: v.5.1.3

Terms used in the Conformance Level

- Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- Does Not Support:** The majority of product functionality does not meet the criterion.
- Not Applicable:** The criterion is not relevant to the product.
- Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.

Web Content Accessibility Guidelines (WCAG) Report

WCAG Report

Criteria	Conformance Level	Standard/Guideline	Remarks and Explanations
1.1.1, 4.1.2	Supports	Level A	Not Required
1.2.1	Does Not Apply	Level A	1.2.1-audio-transcript-text.
1.2.2	Does Not Apply	Level A	1.2.2-captions-equivalent.
1.2.4	Does Not Apply	Level AA	1.2.4-captions-live-equivalent.
1.2.5	Does Not Apply	Level AA	1.2.5-audio-description-equivalent.
1.3.1	Does Not Apply	Level A	1.3.1-layout-table-structure.
1.3.1	Supports	Level A	Not Required
1.3.1, 4.1.2	Does Not Support	Level A	1.3.1-programmatic-label. Test 5.C fails in programmatic label is not displayed for River Name Textbox or Security ID Combobox.
1.3.2	Supports	Level A	Not Required
1.3.3	Supports	Level A	Not Required
1.4.1	Supports	Level A	Not Required
1.4.2, Conf. Req 5	Does Not Apply	Level A	1.4.2-Audio-control.
1.4.3	Supports	Level AA	Not Required
1.4.4	Supports	Level AA	Not Required
1.4.5	Does Not Apply	Level AA	1.4.5-image-of-text.
2.1.1	Supports	Level A	Not Required
2.1.2, Conf. Req 5	Supports	Level A	Not Required
2.2.1	Does Not Apply	Level A	2.2.1-timing-adjustable.
2.2.2, Conf. Req 5	Does Not Apply	Level A	2.2.2-Blinking-moving-scrolling.
2.3.1, Conf. Req 5	Does Not Apply	Level A	2.3.1-flashing.
2.4.1	Supports	Level A	Not Required
2.4.2	Supports	Level A	Not Required
2.4.3	Supports	Level A	Not Required
2.4.4, 4.1.2	Supports	Level A	Not Required
2.4.5	Supports	Level AA	Not Required
2.4.6	Does Not Support	Level AA	2.4.6-label-descriptive. Search Button in Form Field is repeated label, make distinguishable by stating "Search Rivers"
2.4.6	Supports	Level AA	Not Required
2.4.7	Supports	Level AA	Not Required

3.1.1	Supports	Level A	Not Required
3.1.2	Supports	Level A	Not Required
3.2.1	Supports	Level A	Not Required
3.2.2	Supports	Level A	Not Required
3.2.3	Supports	Level AA	Not Required
3.2.4	Supports	Level AA	Not Required
3.3.1	Supports	Level A	Not Required
3.3.2	Does Not Support	Level A	3.3.2-label-provided. Search Button in Form Field is missing programmatic label
3.3.3	Supports	Level AA	Not Required
3.3.4	Supports	Level AA	Not Required
4.1.1	Not Evaluated	Level A	Not yet tested
4.1.2	Does Not Apply	Level A	4.1.2-change-notify-auto.
4.1.2	Supports	Level A	Not Required
503.4	Does Not Apply		503.4-caption-controls.
503.4.1	Does Not Apply		503.4-description-controls.
503.4.2	Does Not Apply		503.4.1-caption-control.
Conf. Req 1	Does Not Apply		Alt-version-conformant .
Conf. Req 5	Does Not Apply		Non-interference.

Test Results

Test Results														
Issue No.	Test Name	Test ID	Test Condition	Criteria ID	Test Result	Tester Comments	Location/Screen	Browser Type	Browser Ver.	Screenshot	Global Issue	Remediation Details	Remediation Screenshot	Remediation Date
Issue 0	Alt-version-conformant	1.A	The identified version passes all applicable Test Conditions in this test process.	Conf. Req 1	Does Not Apply							Not Required		
Issue 1	Alt-version-equivalent	1.B	The identified version is up-to-date with the same information and functionality.	Conf. Req 1	Does Not Apply							Not Required		
Issue 2	Alt-version-access	1.C	The mechanism to reach the accessible equivalent version from the non-conforming page is accessible.	Conf. Req 1	Does Not Apply							Not Required		
Issue 3	Non-interference	1.D	Content in the non-conforming version(s) meets Conformance Requirement 5.	Conf. Req 5	Does Not Apply							Not Required		
Issue 4	1.4.2-Audio-control	2.A	The user can pause, stop, or control the volume of audio content that plays automatically.	1.4.2, Conf. Req 5	Does Not Apply							Not Required		
Issue 5	2.2.2-Blinking-moving-scrolling	2.B	The user can pause, stop, or hide moving, blinking, or scrolling content.	2.2.2, Conf. Req 5	Does Not Apply							Not Required		
Issue 6	2.2.2-Auto-updating	2.C	The user can pause, stop, hide, or control the frequency of automatically updating content.	2.2.2, Conf. Req 5	Does Not Apply							Not Required		
Issue 7	4.1.2-change-notify-auto	2.D	The page provides notification of each automatic update/change in content.	4.1.2	Does Not Apply							Not Required		
Issue 8	2.3.1-flashing	3.A	If NO flashing content is found, then this Test Condition DOES NOT APPLY (DNA). If flashing content IS found, then this test should be recorded as NOT TESTED.	2.3.1, Conf. Req 5	Does Not Apply							Not Required		
Issue 9	2.1.1-keyboard-	4.A	All functionality can be accessed	2.1.1	Pass							Not Required		

[illegible]

[illegible]

[illegible]

Risk Score: 7.5%

Score Breakdown		
Disability Group	Risk Score	Detailed Impacted Groups (with Score)
Vision	0	Without Vision (0), With Limited Vision (0), Without Perception of Color (0)
Hearing	0	Without Hearing (0), With Limited Hearing (0)
Cognitive	2	With Limited Language, Cognitive, and Learning Abilities (2), Without Speech (0)
Photosensitivity	0	Photosensitive Epilepsy / Photosensitive Seizure Disorders (0)
Mobility	1	With Limited Manipulation (1)

Summary of the usability issues: Not Provided

Your feedback is important to us! Please take the [SCRT Survey](#)

End of Report