

## **Metropolitan Transportation Commission Administration Committee**

**May 13, 2020**

**Agenda Item 2e – 20-0641**

### **Contract Amendment – Website Operations, Maintenance, and Improvement Services: Civic Resource Group (\$100,000)**

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**Subject:** Staff requests Committee approval of a contract amendment in an amount not to exceed \$100,000 with Civic Resource Group (CRG) to provide ongoing technical support for compliance with Federal Rehabilitation Act Section 508 website accessibility standards, and ongoing web accessibility-related tasks.

**Background:** In April 2017, following a competitive procurement, this Committee approved a Consultant Panel for On-Call Website Operations, Maintenance, and Improvement Services, qualifying four firms for work in Category 1: Website Operations, Technical Support and Maintenance Services, which includes web accessibility technical support; and four firms in Category 2: Website Design, Development and Enhancement Services. CRG qualified for and was recommended to perform work under both service categories. The Request for Qualifications (RFQ) provided for a contract period through June 30, 2019 with an option on the part of MTC to extend through June 30, 2021.

In August 2018, MTC selected CRG from the pre-qualified panel to perform a web accessibility review of the MTC website, and to update an existing web accessibility review report on MTC's compliance with Federal web accessibility standards, previously prepared by CRG, and create a web accessibility framework for MTC websites. The Executive Director approved an eleven-month contract in an amount not to exceed \$15,000.

In November 2019, the Executive Director approved a two-year contract extension and amendment in the amount of \$185,000 with CRG to perform a comprehensive web accessibility review of all thirty-plus agency websites to assess compliance with Federal web accessibility standards, to provide results and recommendations to each website team through a consistent report methodology and format, and to provide technical support for web accessibility compliance.

CRG continues to demonstrate a comprehensive understanding of compliance with Federal Rehabilitation Act Section 508 website accessibility standards and is familiar with MTC's staff, work procedures, and technical requirements.

The proposed contract amendment funds the ongoing technical support for compliance with accessibility standards set forth by Section 508 of the Rehabilitation Act, and ongoing web accessibility-related tasks.

This amendment will add \$100,000, bringing the contract total to \$300,000 for the three-year period. The funding for this amendment is in the approved FY 2019-20 budget; CRG is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

Technical support and a comprehensive understanding of compliance are essential to ensure that all agency websites meet the accessibility standards set forth by Section 508 of the Rehabilitation Act. The continued technical support is a critical sequential element of ongoing work.

\$100,000 is available for this contract in the FY 2019-20 BATA Operating Budget.

**Issues:** None

**Recommendation:** Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment in an amount not to exceed \$100,000, for a new total not to exceed contract amount of \$300,000 with CRG to provide ongoing technical support for compliance with Federal Rehabilitation Act Section 508 website accessibility standards, and ongoing web accessibility-related tasks.

**Attachments:** Request for Committee Approval – Summary of Proposed Contract Amendment



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Therese W. McMillan

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Amendment

Work Item No.:	1161
Consultant:	Civic Resource Group Los Angeles, CA
Work Project Title:	Website Operations, Maintenance and Improvement Services
Purpose of Project:	Support MTC with compliance with the Federal Rehabilitation Act Section 508 website accessibility standards.
Brief Scope of Work:	Provide ongoing technical support for compliance with the Federal Rehabilitation Act Section 508 website accessibility standards, and ongoing web accessibility-related tasks.
Project Cost Not to Exceed:	\$100,000 (this amendment) Total contract amount before this amendment: \$200,000 Total contract amount after this amendment: \$300,000
Funding Source:	General Funds, BATA Operating Funds
Fiscal Impact:	\$100,000 is included in the FY 2019-20 budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Civic Resource Group to perform website operations, maintenance, and improvement work, as described above and in the Administration Committee Summary Sheet dated May 13, 2020, and the Chief Financial Officer is authorized to set aside funds in the amount of \$100,000 for such amendment, subject to approval of necessary funds in future agency budgets as specified above.
Administration Committee:	<hr/> Federal D. Glover, Chair
Approved:	May 13, 2020