

For: HarmonyCDDBoard

Date: Jan9, 2020

Project: ADA Audit

## ESTIMATE & WORK AUTHORIZATION

### Summary

Lighthouse Works Inc. is a social enterprise non-profit which means that our businesses exist to forward and fund our mission of living, learning, and earning with vision loss. Through our wide range of business lines, we are able to provide job training, employment, and career opportunities for the advancement of people who are blind and visually impaired.

Our Digital Accessibility Services team specializes in innovative solutions to tackle the most complex and difficult accessibility issues. We accomplish this by employing talented individuals with a variety of skill sets. Our team consists of a Chief Information and Operations Officer, a Digital Accessibility Services Manager, Software Designers, Software Developers and Accessibility Analysts. We're on the leading edge of developing accessibility solutions for both desktop and web based applications. We're successful because we take pride in what we do and why we do it.

This document provides an overview of the scope of work, pricing, and type of service Lighthouse Works Inc. will provide. Our organization's "Solutions 360" approach to accessibility assures our customers are provided with the most comprehensive roadmap to compliance in the industry.

### Project

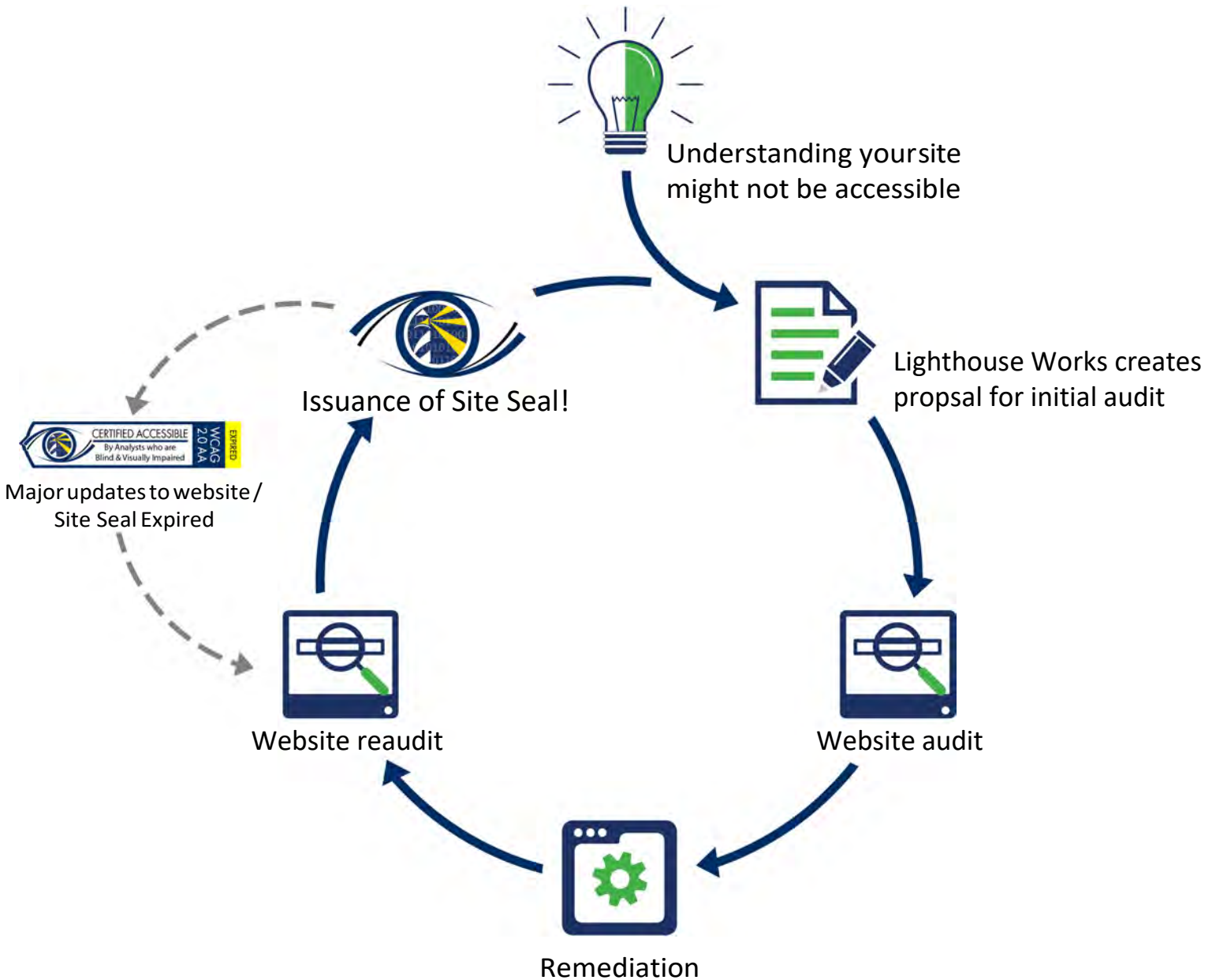
LighthouseWorks, Inc. shall provide all resources necessary to accomplish the project described in this proposal, except as otherwise specified.

The purpose of this proposal is for HarmonyCDD to acquire Lighthouse Works support services to conduct an accessibility evaluation of the <http://www.harmonycdd.org/> website to help achieve conformance with the WCAG 2.0 AA & Section 508 accessibility standards.

A final report will be provided detailing how well [harmonycdd.org/](http://www.harmonycdd.org/) meets WCAG 2.0 AA and Section 508 guidelines and will include a structured evaluation of the accessibility of the site by individuals with disabilities. The report will identify deficiencies and provide recommendations for remediation that may include process changes, use of alternative tools, or systemic modifications.

Pricing is based on the number of unique page types and workflows on the site. In our analysis, [harmonycdd.org/](http://www.harmonycdd.org/) contains 13 page types and 1 workflow that will need to be evaluated. Pages on domains other than [harmonycdd.org/](http://www.harmonycdd.org/) will be evaluated as well if they're reintegrated and represent core functionality.

## Accessibility Compliance Process



## Value

Lighthouse Works Inc. employs individuals who are blind or visually impaired to perform our compliance testing. Our employees use assistive technology, such as screen readers and screen magnifiers, on a daily basis to access digital content. Our Accessibility Analysts are experts in both the usability and accessibility of applications, platforms, and workflows. We also employ software developers who specialize in accessibility to perform a manual source code evaluation of your website.

The end result is a report that clearly conveys your company's degree of alignment to the WCAG 2.0 AA and Section 508 standards and what specific remediation actions we suggest to bring you into compliance. Our report can then be utilized by your existing technical resources or we'll gladly recommend a WCAG and Section 508 remediation software development company. You will receive a great service and will help support Lighthouse Works Inc.'s mission of Empowerment through Employment. Revenue from this project will help promote the success and independence of people living with blindness and other visual impairments within the community.

## Site Seal

If we find that your website meets or exceeds the WCAG 2.0 AA and Section 508 standards, we'll issue a Site Seal that can be placed on your website. Visitors to your website will know your site is compliant and can see the details of your certification just by clicking on our official compliance badge. After clicking on the badge, visitors will be taken to a webpage that explains the meaning of the Site Seal and the effort involved in earning it.

Certifications are listed as valid for one year from the date of a passing compliance scan. Your WCAG and Section 508 certification badge will show the current status of your compliance.



## Pricing

Description	Price
Initial Site Audit	\$2,100.00
Re-Audit of Site	\$1,050.00
Accessibility Consulting \$300.00 per hour	As Requested
<b>TOTAL</b>	<b>\$3,150.00</b>

## Terms & Conditions

### Limitation of Liability:

To the fullest extent permitted by applicable laws, the total liability, in the aggregate, of our directors, officers, partners, employees, agents, suppliers, subcontractors, licensors and service providers, to Client, any anyone claiming by, through, or under Client for any losses and expenses of whatever nature and howsoever arising out of, resulting from or in anyway related to this Project or Agreement from any cause or causes, including, without limitation to, any direct, indirect, general, special, punitive, incidental or consequential damages; loss of use; loss of data; loss of income or profit; loss of or damage to property; claims of third parties; or other losses of any kind or character, even if we have been advised of the possibility of such damages or losses, arising out of, or in connection with, any of the work performed in this proposal shall not exceed the total compensation received by Lighthouse Works, Inc under this Agreement. This limitation of liability applies whether the alleged liability is based on contract, tort (including negligence), strict liability or any other basis.

### Payment Terms:

A 50% deposit is required upon signing the above contract and the final balance is due at the time of report delivery. A service charge of 0.015 per month for all amounts over 30 days will be charged. Estimates are valid for 30 days.

## Agreement

Client signature signifies acceptance of terms. Any costs or specifications that differ from this estimate must be documented IN WRITING. Additional materials, meetings, changes outside of those allotted above, will be billed at the current hourly rate. If client directs or requests additional work, rush fees or expenses not shown here, Lighthouse Works, Inc. shall issue a Change Order describing such additional work, including an estimated cost. Work will resume on the project after receipt of CLIENT's WRITTEN approval.

Customer and Lighthouse Works, Inc. agree to cooperate in good faith to achieve completion of the Services in a timely and professional manner (usual and customary is 15 to 30 days or sooner). In the unlikely event that a customer becomes unresponsive for more than three months during the audit process, all deposits will be forfeited and may require a new agreement or a change order to the original agreement.

**IN WITNESS WHEREOF**, the parties hereto have caused this agreement to be effective as of the day, month and year first written below.

HarmonyCDDBoard

Lighthouse Works, Inc.

2500 Kunze Ave, Orlando, FL 32806

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Contact Information

Company Name:

Contact Name:  Title:

E-mail:  Phone:

Physical Address:

City:  State:  Zip:

Our Billing Address is the same as our Physical Address

Billing Address:

City:  State:  Zip:

Where should invoices be sent?

To whose attention should invoices be sent?

Are you tax-exempt? (if yes please attach signed certificate)  Tax-exempt or Resellers #:

## ATTACHMENT A: PAGE TYPES

- |     |   |     |                      |
|-----|---|-----|----------------------|
| 1.  | <input type="text" value="Main Page - http://www.harmonycdd.org/"/>           | 16. | <input type="text"/> |
| 2.  | <input type="text" value="Sample Meeting Agenda (PDF) - http://www.harm"/>    | 17. | <input type="text"/> |
| 3.  | <input type="text" value="Landscaping Maintenance Map - http://www.har"/>     | 18. | <input type="text"/> |
| 4.  | <input type="text" value="Sample Budget Document (PDF) - http://www.ha"/>     | 19. | <input type="text"/> |
| 5.  | <input type="text" value="Ancillary Records - http://www.harmonycdd.org/"/>   | 20. | <input type="text"/> |
| 6.  | <input type="text" value="Screen Reader Site Map - http://www.harmonycd"/>    | 21. | <input type="text"/> |
| 7.  | <input type="text" value="Boat Reservations - Main Page - https://webgeo.c"/> | 22. | <input type="text"/> |
| 8.  | <input type="text" value="Create Account - https://webgeo.co/prod1/porta"/>   | 23. | <input type="text"/> |
| 9.  | <input type="text" value="AccountDashboard - https://webgeo.co/prod1/p"/>     | 24. | <input type="text"/> |
| 10. | <input type="text" value="New Reservation (Step 1) - https://webgeo.co/pro"/> | 25. | <input type="text"/> |
| 11. | <input type="text" value="New Reservation (Step 2) - https://webgeo.co/pro"/> | 26. | <input type="text"/> |
| 12. | <input type="text" value="New Reservation (Step 3) - https://webgeo.co/pro"/> | 27. | <input type="text"/> |
| 13. | <input type="text" value="My Reservations - https://webgeo.co/prod1/port"/>   | 28. | <input type="text"/> |
| 14. | <input type="text"/>  | 29. | <input type="text"/> |
| 15. | <input type="text"/>  | 30. | <input type="text"/> |

## ATTACHMENT B: WORKFLOWS

Name:

Description:

Name:

Description:

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## Accessibility Compliance Testing - FAQs

### How do our reviewers determine the scope of your website?

Your site is evaluated based on the number of page types, the critical workflows, the type of functionality, and the integration with any third-party platforms that supply content or functionality.

### Why are 3rd party pages part of the scope for testing our website?

We test third-party components, as they are part of the customer experience when entering your site.

For example, if you use a third party tool for processing payment you would be liable for the accessibility, as it is part of your customer experience. And saying it's not our site does not remove your accountability for the overall accessibility.

### What is the difference between a 'Page Type' and a 'Workflow'?

'Page Types' are unique web pages that make up your website. 'Workflows' are processes that users go through while visiting your website.

A page is considered a new 'Page Type' if it contains unique user interface (UI) components. If a page has a form, a video, a fancy menu, or anything else that doesn't appear on other pages, that's something we need to test.

For example, one page may have a date picker that is used on other pages. If we test it on one, we have tested it on them all; so while there may be many pages that use it, we really only need to test that type of content once. By testing everything that is unique, we know we are covering every feature of the website that users will encounter. For each page type, we review the HTML code to check for things that don't meet the standards.

A 'Workflow' usually spans multiple page types and is tested differently. They are the processes that users will go through while visiting your site (the important actions they want to do on the site).

For example, a common workflow we encounter is e-commerce. This workflow often covers 4 to 5 page types (product search, search results, product details, shopping cart, and checkout). With this example, it's important to make sure users with disabilities can make purchases online.

While evaluating page types we will test at the code level. The point of testing workflows is to go beyond just looking at the code, actually test stepping through the process like a user would, and to make sure users with disabilities will be able to do everything that users without disabilities can do.



## Accessibility Compliance Testing - FAQs

### **My website has X amount of pages, why does the scope of our website only include Y amount of pages, and not the total X amount of pages that make up our website?**

We include all page types that are unique from one another. Basically, it all comes down to unique content and/or functionality.

Testing every single page on a site would be redundant and expensive. It makes more sense to test a sample of all the unique page types that have different content and/or functionality. This way, the pages that do not have anything unique are also covered.

Take for example, an online store (we actually get a lot of these, and they usually sell hundreds or even thousands of products). They don't hand-code every page from scratch - most web developers will create a single page as a template, and let other code fill in the specifics (pictures, description, price etc.).

If I'm selling computers, I might have these pages:

#### Desktops

- Dell Inspiron Core i7
- Dell Optiplex

(The same thing for every single computer they sell)

#### Laptops

- Laptop 1

(Again, a page for every product on the list)

#### Mobile Devices

- Phone 1

(Again, a page for every product on the list)

The whole structure of the computer product listings can be condensed into the following two page types:

- Product category
- Product details

All the pages in those two general types look and function exactly the same. The pictures and prices are different, but they are clearly many pages generated from one template. If a dropdown menu, pop-up box, or other widget isn't accessible on one, it won't be accessible on any of them. But, on the same token, if the developer fixes that same widget, menu, or pop-up on one page, it will work for them all. If you test an example of the template, you are testing every other page that uses that template (unless a page contains something else unique, in which case we add it to the list).