

Texas Higher Education Coordinating Board Request for Offer (RFO)

TEXAS SUCCESS INITIATIVE PRE-ASSESSMENT ACTIVITY SOLICITATION
RFO No. 781-1-25139

Questions and Answers #1

August 10, 2021

1. **Section 3.01 “Technical Requirements” item 12 states that the submitter should ensure that the PAA and website adhere to the current Web Content Accessibility Guidelines [WCAG].**

What level of conformance with WCAG is required? There are three levels: A, AA, AAA.

[\[https://www.w3.org/WAI/WCAG21/Understanding/conformance#levels\]](https://www.w3.org/WAI/WCAG21/Understanding/conformance#levels)

Response: Respondents are encouraged to satisfy the WCAG highest level conformance (AAA) where applicable for the PAA and website. However, the minimal required WCAG level of conformance is AA.

2. **WCAG Version 2.1 (2018) is the most recent approved version [\[https://www.w3.org/TR/WCAG21/\]](https://www.w3.org/TR/WCAG21/). Version 2.2 (May 2021) of WCAG is a working draft that has not yet been formally approved [\[https://www.w3.org/TR/WCAG22/\]](https://www.w3.org/TR/WCAG22/). If Version 2.2 is approved prior to the issuance of a contract, will the submission be required to meet Version 2.2 with 45 days of the start of the contract?**

Response: Upon the approval of Version 2.2 Web Content and Accessibility Guidelines, the Awarded Respondent shall submit a reasonable timeline including any required updates to the PAA or website needed to comply with the revised guidelines for approval to the THECB.

3. **If WCAG 2.2 is formerly approved after the initial delivery of the PAA, is the vendor required to update the offering for conformance to WCAG 2.2 when it is approved later, and also to update for conformance for any future versions of WCAG approved by the relevant standards organization during the life of the contract?**

Response: Yes. There is a reasonable expectation that the Awarded Respondent will ensure the PAA and website comply with current WCAG. Upon the approval of Version 2.2 Web Content and Accessibility Guidelines, the Awarded

Respondent shall submit a reasonable timeline with any required PAA or website updates needed to comply with the revised guidelines for approval to THECB. This will also be the process for subsequent changes to WCAG.

4. **Section 3.01 “Technical Requirements” item 13 discusses obtaining a DCS exemption.**

Are all outside vendors eligible to use the services of DCS in the performance of a THECB contract resulting from this RFO?

Response: A vendor will be eligible to use the DCS services, if the agency decides to host the solution in the state data centers.

5. **If the bidder can utilize the state’s DCS services, is the bidder expected to price these DCS services in their proposal, or will these DCS costs be borne directly by THECB?**

Response: Should the agency decides to host this solution in the state data centers, the DCS costs will be born directly by THECB. The bidder is not expected to price any DCS services in their proposal.

6. **If the bidder is not allowed to use the services of DCS, the DCS exemption information link provided indicates that it can take 30 days to obtain a DCS exemption. This would likely place the receipt of an exemption after the submission date for the RFO response. How would THECB recommend that the bid be prepared in these circumstances? e.g. should the bidder propose outside non-DCS services and apply for a DCS exemption that might not be granted prior to the bid deadline?**

Response: A bidder is not responsible for seeking DCS exemption on behalf of THECB. If THECB decides that there is a need to seek a DCS exemption, THECB will initiate the process.

7. **Please explain further the prohibition against “unauthorized look-ups” in section 8.04 on page 9.**

Response: The Awarded Respondent, its employees, representatives, subcontractors, or any others acting on behalf of the Awarded Respondent shall only access student educational records as well as personally identifiable information (records) as necessary in fulfilling the services performed under the by the contract and within the limitations and data protections set forth in the contract. Any access beyond such use is considered an “unauthorized look-up.”

By way of example only, an employee of the Awarded Respondent would be performing an unauthorized look-up by accessing records for personal inquiry; to provide information from records to a third-party not authorized by THECB; or for marketing or other purpose that falls outside the services of the contract.

- 8. Does THECB have a desired target HUB subcontractor percentage for this RFO other than those percentages listed by work category in the HSP? (Attachment B).**

Response: THECB aims to meet or exceed the statewide HUB goals.