

TOWN OF GILSUM

INVITATION TO BID

WEBSITE ACCESSIBILITY REMEDIATION AND COMPLIANCE (ADA TITLE II)

Issuing Agency: Gilsum, NH

Bid Title: ADA Title II Website Accessibility & Hosting

Bid Number: ITB-2026-01

Date of Issuance: September 21, 2026

Submission Deadline: October 5, 2026, at 2:00 PM EST

1. Purpose & Project Overview

The Town of Gilsum is seeking competitive, sealed bids from qualified digital accessibility vendors to remediate, design, or update and host its official public website to ensure full compliance with **Title II of the Americans with Disabilities Act (ADA)**.

Pursuant to the Department of Justice's updated Title II regulations, all web content and mobile apps managed by public entities must strictly adhere to the **Web Content Accessibility Guidelines (WCAG) version 2.1, Level AA** standards. The selected vendor will identify existing barriers, implement necessary code and design remediations, and provide verification of compliance.

2. Scope of Work

The selected vendor will be required to perform the following services for the Town of Gilsum website: <https://gilsum-nh.gov>

- **Hosting:** Migrate site to your platform. Implement updates, guaranteed up-time, in case of issues, response time, keeping the site up-to-date with necessary plug-ins/widgets
- **Accessibility Audit:** Conduct an initial automated and manual screen-reader audit of the current website to identify compliance gaps.

- **Remediation & Implementation:** Update website source code, CSS, HTML, navigation structures, and user interfaces to meet WCAG 2.1 Level AA standards.
- **Document Remediation:** Provide a solution or process for remediating non-compliant PDFs and digital documents hosted on the site.
- **Testing & Verification:** Conduct final user testing, including testing by individuals with disabilities using assistive technologies (e.g., NVDA, JAWS, VoiceOver).
- **Staff Training:** Provide training for internal staff on how to maintain WCAG 2.1 Level AA compliance when posting new content.

3. Submission Requirements

Bidders must submit their proposals in a sealed envelope clearly marked: "**BID for ADA Title II Website Compliance – ITB-2026-1**" to the following address:

Hailey Hrabvosky, Selectmen's Assistant

Town of Gilsum

P. O. Box 67, Gilsum, NH 03448

gilsum@gilsum-nh.gov 603-352-0845

Submissions must include:

1. **Company Profile:** Brief history of the firm and proof of experience with ADA Title II website compliance projects.
2. **Technical Approach:** A brief summary of the tools, manual testing methodologies, and remediation strategies to be used.
3. **Cost Proposal:** A fixed, total fee for the project, broken down by milestone (e.g., Audit, Remediation, Training). Long-term, ongoing cost to host and keep up-to-date. Include an hourly rate for needed technical updates.
4. **References:** Contact information for at least three (3) municipal or public sector clients for whom similar web accessibility work has been completed.

5. Terms & Conditions (New Hampshire Public Entity Rules)

- **Right to Reject:** The Town of Gilsum reserves the right to reject any or all bids, to waive technical or legal deficiencies, and to accept any bid that it deems to be in the best interest of the community.

- **Non-Collusion:** By submitting a bid, the vendor certifies that the bid is made without any prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, or equipment.
- **Public Records:** All materials submitted in response to this ITB become the property of the Town of Gilsum and are subject to public inspection under the **New Hampshire Right-to-Know Law (RSA 91-A)**.

The Gilsum Select Board

Clement Louder, Chairman



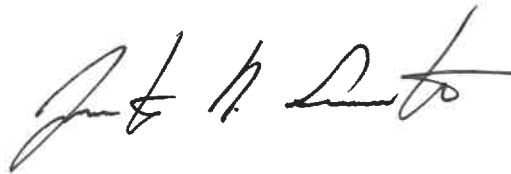
9/21/26

Bruce Murphy



9/21/26

Jonathan Gaouette



9/21/26