



STANDARD AGREEMENT

(Version 9-22-2023)

This AGREEMENT (“Agreement”) is entered by and between **CodeMantra LLC** (“Contractor”), located at **1500 District Avenue, Burlington MA 01803** and the **City of League City** (“City”), a home-rule municipality, located at 300 W. Walker St., League City, Texas 77573 on the date set forth below.

Terms:

1. **Scope of Services:** Contractor will perform the services and/or provide the products as set forth in **Exhibit A**, which is attached and incorporated herein, and which can be generally described as **ADA Compliance Document Remediation Services** . If there is a conflict between the terms of this Agreement and Exhibit A, the terms of this Agreement will prevail.
2. **Term and Termination:** This Agreement shall commence on **March 24, 2026** and shall expire on **March 23, 2029** The period from commencement to expiration is the Contract Term. City reserves the right to terminate this Agreement for convenience upon seven (7) days written notice to Contractor. Upon such termination, City shall pay Contractor, at the rate set out in **Exhibit A**, for services satisfactorily performed or products satisfactorily provided up through the date of termination. Notwithstanding any provision in this Agreement to the contrary, City will not be required to pay or reimburse Contractor for any services performed or for expenses incurred by Contractor after the date of the termination notice that could have been avoided or mitigated by Contractor.
3. **Compensation:** Contractor shall be paid for the services/products as set forth in **Exhibit A**. In no event shall the total compensation exceed **\$450,000** during the term of this Agreement. City shall tender payment (including progress/partial payments) for services/goods only after such services are completed or goods are delivered and are deemed to be acceptable under this Agreement, in the sole reasonable discretion of City. Contractor must submit to City invoices for all goods delivered and services provided, which invoices must include details and dates of service or delivery. Payment by City shall be made within thirty (30) days of receipt of an invoice, except for any portion of the invoiced amount that City disapproves as not compliant under this Agreement, in the sole reasonable discretion of City. If City disapproves any amount submitted for payment by Contractor, City shall give Contractor specific reasons for disapproval in writing.
4. **Insurance:** Contractor **is not** required during the Contract Term to maintain insurance as follows: (a) Comprehensive General Commercial Liability insurance covering bodily injury and property damage, with minimum coverage limits—exclusive of defense costs—of \$1,000,000 per occurrence and \$2,000,000 aggregate; (b) If Contractor will provide City “professional services,” as that term is used in Chapter 252 of the Texas Local Government Code, Professional Liability (errors and omissions/malpractice) insurance with minimum coverage limits—exclusive of defense costs—of \$2,000,000 per occurrence; and (c) If at any point during the Contract Term it is foreseeable that Contractor will enter upon City premises: (i) Worker’s Compensation coverage with statutory limits for the State of Texas, and (ii) Commercial Automobile Liability coverage with minimum coverage limits—exclusive of defense costs—of \$1,000,000 per occurrence and

\$2,000,000 aggregate. All policies must contain a waiver of subrogation against City. Comprehensive General Liability and Commercial Automobile Liability policies must name the City as Additional Insured. Contractor shall pay all insurance deductibles and deductibles must not exceed \$10,000 unless approved in advance by City. Contractor shall provide City Certificates of Insurance evidencing these insurance requirements prior to the start of work.

5. **Liquidated Damages:** Liquidated damages **are not** applicable to this transaction. Contractor acknowledges that time is of the essence in performing this Agreement. City and Contractor (collectively, the “Parties”) agree that if Contractor is late in performing any obligation of this Agreement, City will suffer loss, damages, or other harm from Contractor’s delay. The Parties agree that the amount of loss, damages, or harm likely to be incurred is incapable or difficult to precisely estimate, and therefore Contractor agrees to pay City liquidated damages for delay at a daily rate equal to the total compensation allowed under the Agreement divided by the number of days in the Contract Term. The Parties further agree that: (i) the liquidated damages specified herein are not a penalty but rather bear a reasonable relationship to, and is not plainly or grossly disproportionate to, the probable loss likely to be incurred by City as a result of Contractor’s delay; (ii) one of the reasons for City and Contractor to agree to such amounts is the uncertainty and cost of litigation regarding the question of actual damages; and (iii) City and Contractor are sophisticated business parties and negotiated this Agreement at arm’s length.
6. **Independent Contractor:** Contractor is an independent contractor and is not an employee, partner, joint venture, or agent of City. Contractor understands and agrees that he/she will not be entitled to any benefits generally available to City employees. Contractor shall be responsible for all expenses necessary to carry out the services under this Agreement and shall not be reimbursed by City for such expenses except as otherwise provided in this Agreement.
7. **Intellectual Property:** This Agreement shall be an Agreement for services and the parties intend and consider any work created as a result of this Agreement, including any and all documentation, images, products or results, to be a work (the “Work”) for hire under federal copyright law. Ownership of the Work shall belong to and remain the exclusive property of City. The Work may be edited at any time within City’s discretion. If the Work would not be considered a work-for-hire under applicable law, Contractor hereby assigns, transfers, and conveys any and all rights, title and interest to City, including without limitation all copyrights, patents, rights of reproduction, rights to ownership, and right to secure registrations, renewals, reissues and extensions thereof. As the sole copyright holder of the Work, City maintains and asserts the rights to use, reproduce, make derivative works from, and/or edit the Work in any form of medium, expression or technology now known or hereafter developed, at any time within City’s discretion. Contractor shall not sell, disclose or obtain any other compensation for the services provided herein or the Work. If the Work is one to which the provisions of 17 U.S.C. § 106A apply, Contractor hereby waives and appoints City to assert on Contractor's behalf Contractor's moral rights or any equivalent rights regarding the form or extent of any alteration to the Work (including, without limitation, removal or destruction) or the making of any derivative works based on the Work, including, without limitation, photographs, drawings or other visual reproductions of the work, in any medium, for City’s purposes.
8. **Confidentiality:** During the course of the services to be provided under this Agreement, Contractor may become privy to confidential information of City. Contractor agrees to treat as confidential the information or knowledge that becomes known to Contractor during performance of this Agreement and to not use, copy, or disclose such information to any third party unless authorized in writing by City. This provision does not restrict the disclosure of any

information that is required to be disclosed under applicable law. Contractor shall promptly notify City of any misuse or unauthorized disclosure of City's confidential information and upon expiration of this Agreement shall return to City all confidential information in Contractor's possession or control. Contractor shall further comply with all information security policies of City that may apply and shall not make any press releases, public statements or advertisement referring to the services provided under this Agreement or the engagement of Contractor without the prior written approval of City.

9. **Warranties and Representations:** Contractor warrants and agrees that Contractor shall perform its services and conduct all operations in conformity with all applicable federal, state, and local laws, rules, regulations, and ordinances. For any service performed on premises owned or controlled by City, Contractor warrants and agrees that Contractor will perform said services in compliance with all City rules, including but not limited to, prohibitions related to tobacco use, alcohol, and other drugs.
10. **Licenses/Certifications:** Contractor represents and warrants that it will obtain and maintain in effect, and pay the cost of, all licenses, permits or certifications that may be necessary for Contractor's performance of this Agreement. If Contractor is a business entity, Contractor warrants, represents, covenants, and agrees that it is duly organized, validly existing and in good standing under the laws of the state of its formation; and is duly authorized and in good standing to conduct business in the State of Texas, that it has all necessary power and has received all necessary approvals to execute and deliver the Agreement and is authorized to execute this Agreement according to its terms on behalf of Contractor.
11. **Performance/Qualifications:** Contractor agrees and represents that Contractor has the personnel, experience, and knowledge necessary to qualify Contractor for the particular duties to be performed under this Agreement. Contractor warrants that all services performed under this Agreement shall be performed consistent with generally prevailing professional or industry standards.
12. **Conflict of Interest:** Contractor warrants, represents, and agrees that Contractor presently has no interest and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of the services hereunder. Contractor further warrants and affirms that no relationship or affiliation exists between Contractor and City that could be construed as a conflict of interest with regard to this Agreement.
13. **INDEMNIFICATION: CONTRACTOR SHALL DEFEND, INDEMNIFY AND HOLD HARMLESS CITY , AND EACH OF ITS OFFICIALS, OFFICERS, AGENTS AND EMPLOYEES FROM AND AGAINST ALL CLAIMS, ACTIONS, SUITS, DEMANDS, PROCEEDINGS, COSTS, DAMAGES AND LIABILITIES, INCLUDING WITHOUT LIMITATION ATTORNEYS' FEES AND REASONABLE LITIGATION COSTS, ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM ANY ACTS OR OMISSIONS OF CONTRACTOR OR ANY AGENT, EMPLOYEE, SUBCONTRACTOR, OR SUPPLIER OF CONTRACTOR IN THE EXECUTION OR PERFORMANCE OF THIS CONTRACT, TO THE EXTENT THE CLAIM ARISES FROM**

NEGLIGENCE, WILLFUL ACT, BREACH OF CONTRACT OR VIOLATION OF LAW.

14. **Force Majeure:** Neither City nor Contractor shall be liable for any delay in the performance of this Agreement, nor for any other breach, nor for any loss or damage arising solely from uncontrollable forces such as fire, theft, storm, war, or any other force majeure that could not have been reasonably avoided by the exercise of due diligence.
15. **Notices:** Any notice given under this Agreement by either party to the other may be affected either by personal delivery in writing or by mail, registered or certified postage prepaid with return receipt requested. Mailed notices shall be addressed to the addresses of the Parties as they appear in the contract. Notices delivered personally shall be deemed communicated at the time of actual receipt. Mailed notices shall be deemed communicated three (3) days after mailing.
16. **Texas Family Code Child Support Certification:** Pursuant to Section 231.006 of the Texas Family Code, Contractor certifies that it is not ineligible to receive the award of or payments under the Agreement and acknowledges that the Agreement may be terminated, and payment may be withheld if this certification is inaccurate.
17. **State and/or City Auditor:** Contractor understands that acceptance of funds under the Agreement constitutes acceptance of the authority of the Texas State Auditor's Office, or any successor agency or the City's internal auditor (collectively, the "Auditor"), to conduct an audit or investigation in connection with those funds. Contractor agrees to cooperate with the Auditor in the conduct of the audit or investigation, including without limitation providing all records requested. Contractor will include this provision in all contracts with permitted subcontractors.
18. **Jurisdiction:** Any disputes under this Agreement shall be brought in a court of competent jurisdiction in Galveston, Texas and governed by Texas law.
19. **Alternative Dispute Resolution:** To the extent that Chapter 2260, Texas Government Code, is applicable to this Contract and is not preempted by other applicable law, the dispute resolution process provided for in Chapter 2260 and the related rules adopted by the Texas Attorney General Pursuant to Chapter 2260, shall be used by City and Contractor to attempt to resolve any claim for breach of contract made by Contractor that cannot be resolved in the ordinary course of business. The Director of Finance of City shall examine Contractor's claim and any counterclaim and negotiate with Contractor in an effort to resolve such claims. This provision shall not be construed as a waiver by City of its right to seek redress in the courts.
20. **Entire Agreement:** This Agreement contains the entire understanding between the Parties and supersedes all prior agreements, arrangements, and understanding, oral or written between the Parties relating to this Agreement. This Agreement may not be modified except by mutual written agreement of the Parties executed subsequent to this Agreement.
21. **Eligibility to Receive Payment:** Contractor certifies that, as a matter of state law, it is not ineligible to receive the Agreement and payments pursuant to the Agreement and acknowledges that the Agreement may be terminated, and payment withheld if this representation is inaccurate.
22. **Payment of Debt/Delinquency to State:** Contractor certifies that it is not indebted to the City of League City and is current on all taxes owed to the City of League City. Contractor agrees that any payments owing to Contractor under the Agreement may be applied directly toward any debt

or delinquency that Contractor owes the City of League City regardless of when it arises, until such debt or delinquency is paid in full.

23. **Products and Materials Produced in Texas:** If Contractor will provide services under the Agreement, Contractor covenants and agrees that in performing its duties and obligations under the Agreement, it will purchase products and materials produced in Texas when such products and materials are available at a price and delivery time comparable to products and materials produced outside of Texas.
24. **Risk of Loss:** If applicable, all work performed by Contractor pursuant to the Agreement will be at Contractor's exclusive risk until final and complete acceptance of the work by City. In the case of any loss or damage to the work prior to City's acceptance, bearing such loss or damage will be Contractor's responsibility.
25. **Publicity:** Contractor shall not use City's name, logo or likeness in any press release, marketing materials or other public announcement without receiving City's prior written approval.
26. **Legal Construction/Severability:** In the event that any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision, and this Agreement shall be construed as if such invalid, illegal or unenforceable provisions had never been contained in it. To this end, the provisions of this Agreement are declared to be severable. The Parties may mutually agree to renegotiate the Agreement to cure such illegality/invalidity or unconstitutionality if such may be reasonably accomplished.
27. **Limitations:** The Parties are aware that there are constitutional and statutory limitations on the authority of City to enter into certain terms and conditions of the Agreement, including, but not limited to, those terms and conditions relating to liens on City's property; disclaimers and limitations of warranties; disclaimers and limitations of liability for damages; waivers, disclaimers and limitations of legal rights, remedies, requirements and processes; limitations of periods to bring legal action; granting control of litigation or settlement to another party; liability for acts or omissions of third parties; payment of attorneys' fees; dispute resolution; indemnities; and confidentiality (collectively, the "Limitations"). Any terms and conditions related to the Limitations will not be binding on City except to the extent authorized by the laws and Constitution of the State of Texas.
28. **Sovereign Immunity:** The Parties agree that neither the execution of the Agreement by City nor any other conduct, action or inaction of any City representative relating to the Agreement constitutes a waiver of sovereign immunity by City. The Parties also agree that this Agreement constitutes a governmental function and is not a proprietary function.
29. **Authority:** The Parties stipulate that in entering into this Agreement, the City is performing a solely governmental function and not a proprietary function. Contractor warrants and represents that Contractor has full power and authority to enter into and perform this Agreement and to make the grant of rights contained herein. The person signing on behalf of City represents that he/she has authority to sign this Agreement on behalf of City.
30. **Non-Waiver:** The Parties specifically agree that neither the occurrence of an event giving rise to a breach of contract claim nor the pendency of a claim constitute grounds for the suspension of performance by Contractor. No covenant or condition of this Agreement may be waived except

by written consent of the waiving party. Forbearance or indulgence by one party in any regard whatsoever shall not constitute a waiver of the covenant or condition to be performed by the other party.

31. **Prohibitions Pursuant to Texas Government Code:** By executing this Agreement Contractor verifies that Contractor (1) does not boycott Israel and will not during the term of this Agreement per Section 2274.002; (2) is not engaged in business with Iran, Sudan, or any company on the list referenced in Section 2252.152; (3) does not boycott energy companies and will not during the term of this Agreement per 2274.002; and (4) does not have a practice, policy, guidance, or directive of this Agreement against a firearm entity or firearm trade association and will not during the term of this Agreement per 2274.002.

(signature block on next page)

Executed on _____ . *(date to be filled in by City Secretary)*

CODEMANTRA LLC - “Contractor”

Signed by:

B9D1C5FD398543F...

Ryan Cullen, Director of Inside Sales

CITY OF LEAGUE CITY – “City”

John Baumgartner, City Manager

Attest:

Diana Stapp, City Secretary

Approved as to Form:

Office of the City Attorney

Exhibit A

Scope of Services/Description of Products/Payment Schedule

(There are 22 pages for Exhibit A, including this page)

CodeMantra will provide remediation services for documents on a “as needed” basis for the City of League City in accordance with the Website Content Accessibility Guidelines (WCAG) 2.1 A and AA or later, pursuant to Title II of the American Disabilities Act (ADA) (42 U.S.C. Ch. 126-12-101 et seq).

Documents may differ in length, format, complexity, and design. Document remediation services include, but are not limited to:

- PDF documents, PowerPoints, and Excel formats from PC and Mac versions
- Alternate text for charts, graphs, and complex images
- Scanned documents, including but not limited to, converting the images of text into searchable text with the correct reading order and structure

CodeMantra will ensure all remediated documents pass Adobe’s Acrobat Accessibility Checker or other equivalent document accessibility checker. CodeMantra must resubmit documents for corrections if accessibility barriers/issues remain, at no additional cost to the City.

CodeMantra will assign a dedicated Project Manager and Account Manager to every engagement with League City to ensure strong governance, consistent oversight, and seamless communication throughout the project lifecycle. The Project Manager will act as the primary point of contact and will provide structured project status reports on a weekly or biweekly basis. These reports will offer a clear and comprehensive view of project progress, including work completed, progress against milestones, upcoming activities, and any input needed from the City. Any potential risks, dependencies, or changes impacting scope or timelines will be communicated promptly, along with recommended mitigation actions.

Turnaround times (TAT) will vary based on document type and complexity.

- Low complexity: Text-heavy documents with minimal tables or images (fastest)
- Moderate complexity: Documents with tables, figures, and basic math (moderate)
- High complexity: highly structured content with graphs, charts, and extensive tagging requirements (longest)

Turnaround time (TAT) from CodeMantra varies between 5-7, 7-10, 10-15 business days depending on the pages per batch to remediate.

- Up to 500 pages 5-7 Business days
- Up to 1,000 pages 7-10 Business days
- 1,000–3,000 pages 10-15 Business days

Pricing will be determined by length, format, complexity, and design of document(s). Additional costs will apply for expedited services.



City of League City Pricing Table

Description	Services Needed	Unit	Rate (USD)
Scanned PDFs	OCR, handwriting remediation, text tagging	Per page	\$ 4.32
Complex Documents - complex tables, schematic diagrams	Technical diagram remediation, alt-text creation	Per page	\$ 2.42
Documents with Moderate complexity - tables, charts, graphics and map	Table scope, rowspan, colspan for merged cells, detailed alt text – maps, trends for charts.	Per page	\$ 2.14
Simple Documents with few tables and images	Mixed-content remediation	Per page	\$1.72
Form Pages - with interactive Fillable fields	Form tagging, structure correction	Per page	\$ 5.42
ACFR – Annual Comprehensive Financial Report	Long financial table remediation and charts	Per page	\$ 2.02

Assumptions:

1. Any additional services and/or file types beyond those listed above will be reviewed and priced by codemantra upon request from League City.
2. Additional costs will apply for expedited services. 50% surcharge for 1-day turnaround and 25% surcharge for 2-day turnaround will be applicable.

Pricing Guarantee:

The costs/fees for the services outlined above shall remain valid for League City for the full term of this agreement.

RFP 26-008 Cost Sheet
Due Date: Tuesday, December 30, 2025, at 2p.m.

Unit prices listed below are good for ninety (90) calendar days after receipt of proposal.

Sample Document Cost Estimates

Using your pricing and fee structure, provide an estimated cost for remediating each sample document. Include page counts (estimated by proposer), service types used, and a detailed cost breakdown.

Sample Document	Description	Estimated Pages	Services Needed	Rate	Estimated Cost	Cost Breakdown Explanation
Sample 1	Scanned document with handwriting	<u>3</u>	OCR, handwriting remediation, text tagging	\$ 4.32	\$ 12.95	OCR, handwritten content keying, proofreading
Sample 2	Document with schematics	<u>3</u>	Technical diagram remediation, alt-text creation	\$ 2.42	\$ 7.26	Careful interpretation of technical diagrams, detailed alt descriptions.
Sample 3	Document with tables, charts, graphics, and map	<u>7</u>	Table remediation, chart description, image tagging	\$ 2.14	\$ 14.99	Add table scope, rowspan, colspan for merged cells, detailed alt text – maps, trends for charts.
Sample 4	Document with text, tables, and images	<u>4</u>	Mixed-content remediation	\$1.72	\$ 6.88	Varied elements need additional efforts.
Sample 5	Fillable form document	<u>2</u>	Form tagging, structure correction	\$ 5.42	\$ 10.83	Each form field tagged individually, tab order manual fix
Sample 6	ACFR – Annual Comprehensive Financial Report	<u>206</u>	Financial table remediation, charts,	\$ 2.02	\$ 417.06	Long tables, footnotes, charts need detailed tags



RFP 26-008

Sample Document	Description	Estimated Pages	Electronic Document Remediation Services Needed	Rate	Estimated Cost	Breakdown Explanation
			footnotes, complex document tagging			

Alternative Compensation Methods

Provide any alternative pricing or compensation structures your company would consider (e.g., subscription, volume-based pricing, per-batch fees, fixed annual cost, etc.)

Alternative Methods Proposed:

Special Services & Associated Charges

Special Service	Description	Fee
		\$ _____
		\$ _____
		\$ _____

Special Cost Description	Fee	Conditions (if any)
Rush/Expedited Service	\$ +50%	_____
High-Complexity OCR	\$ _____	_____
Advanced PDF Tagging	\$ _____	_____
Captioning/Transcript Services	\$ 0.82	per minute
Financial Statement Table Tagging	\$ _____	_____
Other (Specify): _____	\$ _____	_____

Cancellation Policy

- Cancellation Fee (if applicable): \$ _____
- Cancellation notice requirement: _____ hours/days



Request for Proposal

RFP # 26-008

Electronic Document Remediation Services

January 14, 2026

Submitted to:

City of League City
Purchasing Department
City Hall
300 West Walker
League City, TX 77573

Submitted By:

Ryan Cullen
codemantra



Table of Contents

Company Overview3

Our Global Customers3

Scope.....4

Expertise4

 Accessibility Expertise & Certifications.....5

Accessibility and AI.....6

 Document Remediation6

 Our Technology Solution.....6

 Professional Competence.....7

 Alt Text.....9

 Validation Tools and Checkpoints.....12

Performance Metrics and Delivery Efficiency13

 Turnaround Time (TAT).....13

 Volume-Based Throughput.....13

 Quality and Accuracy13

 Variance by Document Complexity.....13

 Quality Measures and Training.....14

Program Management and Approach15

Delivery.....16

References.....17

Compliance17

Conclusion18



Company Overview

With over 20 years of experience in the publishing industry, codemantra is an agile, engineering, and technology-driven content services company. codemantra has been working in digital accessibility since 2016, combining highly experienced staff to deliver remediation services for documents, award-winning proprietary technology, and two decades of digital transformation experience to optimize remediation workflows and solutions.

codemantra offers AI-powered automation solutions to streamline the content life cycle and unlock significant operational efficiencies. We help organizations like California Department of General Services (Office of the Administrative Hearings), California Transportation Commission, California Department of Finance, California Department of Toxic Substances Control, City of Galesburg - Illinois, Loving County -Texas, The Viscardi Center for the Blind, The International Monetary Fund (IMF), and The World Bank meet their digital accessibility requirements. In addition, we support multiple agencies through our re-seller partners to deliver optimal efficiencies to their digital accessibility process. An essential process in the content life cycle is to make the documents accessible. Supported by an expert team, we provide document remediation services to various for-profit and government institutions across the world.

Our Global Customers

Finance/ Banking						
Enterprise						
Government						
Local Government						
Non-profits						
Publishers						
Education						

codemantra is strongly committed to building an inclusive workplace that values diversity, equal opportunity, and accessibility. We collaborate with talented colleagues with disabilities in a range of key roles, giving them every opportunity to succeed through accessible tools, training, and a barrier-free workplace. Their perspectives and lived experience inform how we approach remediation, so the solutions we create are not just compliant on paper, but compassionate, practical, and truly usable. We believe that building an inclusive team not only reflects our core values but also directly improves the quality and impact of the services we provide.



Scope

The City of League City is seeking proposals from qualified professional firms interested in providing Electronic Document Remediation Services and must have expertise in remediating any electronic documents in accordance with the Website Content Accessibility Guidelines (WCAG) 2.1 A and AA or later, pursuant to Title II of the American Disabilities Act (ADA) (42 U.S.C. Ch. 126-12-101 et seq). The City intends to select multiple vendors for this contract to perform the work on an as needed basis.

codemantra provides comprehensive electronic document remediation services in alignment with the City of League City's accessibility requirements. We have extensive expertise in remediating electronic documents to conform with the WCAG 2.1 Level A and AA, and subsequent versions, in accordance with Title II of the ADA.

Our team of certified accessibility professionals brings extensive experience in remediating diverse electronic document formats, ensuring accessibility for individuals with disabilities, including those who use screen readers and other assistive technologies. codemantra supports various organizations through a flexible, on-demand engagement model, delivering remediation services on an as-needed basis to meet fluctuating project volumes while maintaining consistent quality and compliance across various deliverables.

Our team comprises subject matter experts (SMEs) with deep experience in PDF remediation, XML, web accessibility, and MS Office accessibility. We excel in applying OCR, semantic tagging, alt text writing, and ensuring compliance with international accessibility standards. This expertise ensures that all documents and web content are accessible, user-friendly, and meet the latest accessibility standards.

Value innovation: Value is delivered through our proprietary AI-based remediation technology which now includes GenAI technology used to create appropriate alternative text due to its ability to understand the context of the image within the content. Our proprietary AI-engine orchestrates across multiple LLMs to ensure the most appropriate alt text is generated for charts, graphs, illustrations, and different types of complex images. This technology coupled with trained human QA delivers stable and efficient solutions that offer superior quality and faster time-to-market compared with our competitors.

We run various validation tools like PAC2025, CommonLook PDF Validator, and Adobe Full Checker to ensure compliance with PDF/UA, Section 508, and WCAG 2.2 AA standards.

Expertise

codemantra follows an extensive consultancy and discovery process to establish the optimal engagement process, bringing subject expertise and workflow experience together to establish an effective way forward. Combining more than a decade of accessibility remediation experience with cutting-edge AI technology and an efficient delivery process, we have successfully supported customers at scale, including global academic publishers, INGOs, government, and higher education institutions.



Accessibility Expertise & Certifications

Our organization has a strong accessibility team with 80+ trained professionals, supported by a structured certification pathway and continuous capability development across global standards.

Core Certifications

codemantra holds ISO 9001:2015, SOC 2 Type II, and Benetech certifications.



CPACC (IAAP)

We have CPACC-certified accessibility professionals who bring strong foundational knowledge across disability types, assistive technologies, and accessibility standards.

DHS Trusted Tester Certification

Multiple team members hold the DHS Trusted Tester certification, ensuring accurate and consistent Section 508 and WCAG evaluations aligned with federal testing methodologies. Several additional staff are currently in training, with certification completion expected within the next 2–3 months.

JAWS Certification

Our accessibility practice includes JAWS-certified specialists who perform advanced screen reader testing and provide deep expertise in assistive technology user experience.

Additional Certifications & Professional Skills

Our broader accessibility team of 80+ professionals collectively holds extensive training and certifications in the following areas:

Regulatory & Compliance Training

- ADA Fundamentals
- AODA (Accessibility for Ontarians with Disabilities Act)
- GSA Section 508 Awareness
- GSA Section 508: What It Is and Why It's Important
- Procuring Section 508 Conformant ICT Products & Services
- Soliciting & Evaluating Accessibility Conformance Reports (ACRs/VPATs)

Document & Authoring Accessibility (OAST Series)

- OAST – Authoring Accessible PDF Documents
- OAST – Authoring Accessible Microsoft Excel Documents
- OAST – Authoring Accessible Microsoft Word Documents
- OAST – Authoring Accessible Microsoft PowerPoint Documents
- GSA – Microsoft Word Accessibility Best Practices

VPAT & Compliance Documentation

- VPAT Authoring
- VPAT Evaluation
- Interpretation and analysis of ACRs for procurement and compliance workflows

We integrate people with diverse abilities as an essential part of our accessibility testing practice. Their experience provides authentic, user-centered insights that go far beyond what automated tools or sighted-only evaluations can deliver. These testers play a critical role by:

- Applying advanced expertise with assistive technologies such as JAWS, NVDA, VoiceOver (macOS/iOS), and TalkBack (Android)
- Assessing complex user workflows, including dynamic forms, tables, multi-step interactions, interactive controls, PDFs, and application interfaces
- Verifying keyboard-only navigation, logical focus order, and proper semantic structure
- Ensuring that the real-world user experience for people with visual disabilities aligns with—and enhances—code-level and standards-based testing
- Providing nuanced feedback on screen-reader verbosity, reading order, heading hierarchy, landmark roles, labeling context, and error message clarity.

Their expertise ensures that our accessibility evaluations are not only compliant with WCAG and Section 508, but also genuinely usable, intuitive, and equitable for the end users.

Accessibility and AI

codemantra has a long pedigree of delivering accessibility services, deep experience of alt text production and is an early provider of automated solutions—its proprietary accessibility remediation platform *accessibilityInsight* won the 2021 CODiE Award for Best Artificial Intelligence-Enabled Content Solution, and SSP’s Best Innovation Award the same year.

Document Remediation

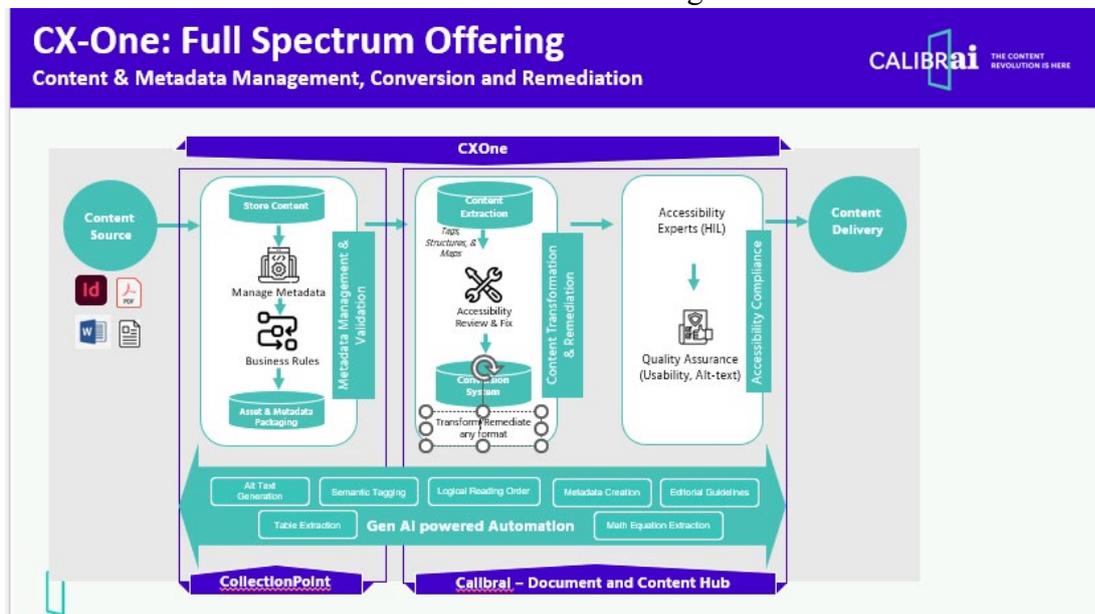
codemantra provides comprehensive remediation services, ensuring that documents comply with international accessibility standards such as WCAG 2.2, Section 508, PDF/UA standards, and disability legislation and regulations around the world. Our team of certified accessibility experts is proficient in making PDF documents fully accessible to users with disabilities, including those utilizing screen readers and other assistive technologies.

Our Technology Solution

CXOne is our solution offering that brings existing solutions from *collectionPoint*[™], *AccessibilityInsight*[™] (accessibility remediation platform), and the new Calibrai platform into one place for an integrated offering.

Our proprietary GenAI engine along with human expertise has fine-tuned the models to bring customer-centric automation along with disruptive pricing.

codemantra's CX-One Offering



codemantra's platform and solution set performs a range of automated remediation steps that dramatically improve speed, scalability, consistency, and efficiency for remediation projects and workflows:

- Automated remediation of scanned PDFs and editable PDFs through integration of OCR technologies directly within the platform
- Enhanced AI/ML-powered object detection techniques for prediction of headings, figures, tables, list, equations, paragraph elements, and interactive forms
- Continuous re-training of machine learning models for high-accuracy predictions
- Improved prediction of nested list elements
- Automated alt text generation for math equations
- Enhanced logic for prediction of figure captions, table captions, TOC elements, and artifacts. Continuous dots in TOC will be tagged as artifacts.
- Auto generation of URL, references, and internal links (e.g., index, footnotes, page, floating elements)
- Efficient handling of tables with multiple rows and column cells
- Improved predictions of reading order in PDF files
- Inline alt text and reading order editor for improved accuracy of tagged PDFs

Professional Competence

Our team comprises SMEs with extensive experience in PDF remediation, web accessibility, and MS Office accessibility. We excel in applying OCR, semantic tagging, alt text writing, and ensuring compliance with international accessibility standards. This expertise ensures that all documents and web content are accessible, user-friendly, and meet the latest accessibility standards.



Deep expertise: Our knowledge of accessibility remediation has enabled us to support, advise, and deliver solutions to leading government and for-profit institutions globally.

As part of our technical strategy, codemantra is focused on providing customers with innovative modern workflows for accessibility with minimal human intervention. Details on the expertise of our certified professionals in accessibility formats are given in the below table:

Area	Expertise	Qualifications
<ul style="list-style-type: none"> PDF accessibility 	<ul style="list-style-type: none"> Simplified PDF accessibility audit and remediation with coverage of test cases in PDF/UA and WCAG standards. Available as APIs and web-based solutions Modernized accessibility workflows by augmenting cognitive science Guided remediation using innovation and technology transformation Automated creation of math and image descriptions by our GenAI solution Expertise in form field tagging and tool tips Proficient in writing descriptions for complex images and charts Experienced in creating summaries for complex tables Handling of multimedia elements and multicolumn layouts Usage of AI-powered deep learning models and NLP for object detection-based PDF remediation 	<ul style="list-style-type: none"> Certified experts in Revised Section 508 and PDF accessibility compliance Dedicated SMEs with extensive experience in writing alt text
<ul style="list-style-type: none"> MS Office Accessibility 	<ul style="list-style-type: none"> Expert in using the built-in accessibility features of MS Office Customized MS Office documents accessibility checkers based on global standards. Available as APIs and web-based solution 	<ul style="list-style-type: none"> Certified experts in MS Office accessibility compliance

All our accessibility professionals are trained on the latest WCAG 2.2 success criteria, and our testing methodologies, checklists, and reports have been fully updated to align WCAG 2.2 requirements.

To ensure documents are accessible per industry standards, the following steps are followed:

- Tagging structure: using appropriate tags (headings, paragraphs, lists, etc.) to define the structure.
- Images, charts, and graphics: providing Alt text descriptions.
- Table structuring: ensuring tables are properly structured with correctly tagged table headers, rows, and columns so that screen readers can read the table content in the correct order.
- Color contrast: ensuring correct specifications are followed.
- Scanned text: using OCR to convert any scanned text.
- Validation: using accessibility checkers and testing for screen reader compatibility; usability testing is done.

Alt Text

codemantra's proprietary Gen AI tools are utilized across content validation, transformation, and enrichment workflows. A common weakness of AI-generated alt text is the lack of context it provides in descriptions and the need for significant human QA and rewriting—adding delay to tight article turnaround times.

codemantra has addressed this challenge:

- Our AI tools orchestrate across multiple LLMs to ensure the most appropriate alternative text is generated for different types of images.
- Our tailored prompts guide the LLM to assess the context around the image to help shape the alt text generation and in so doing minimizes the amount of human operator time required in the alt text process.

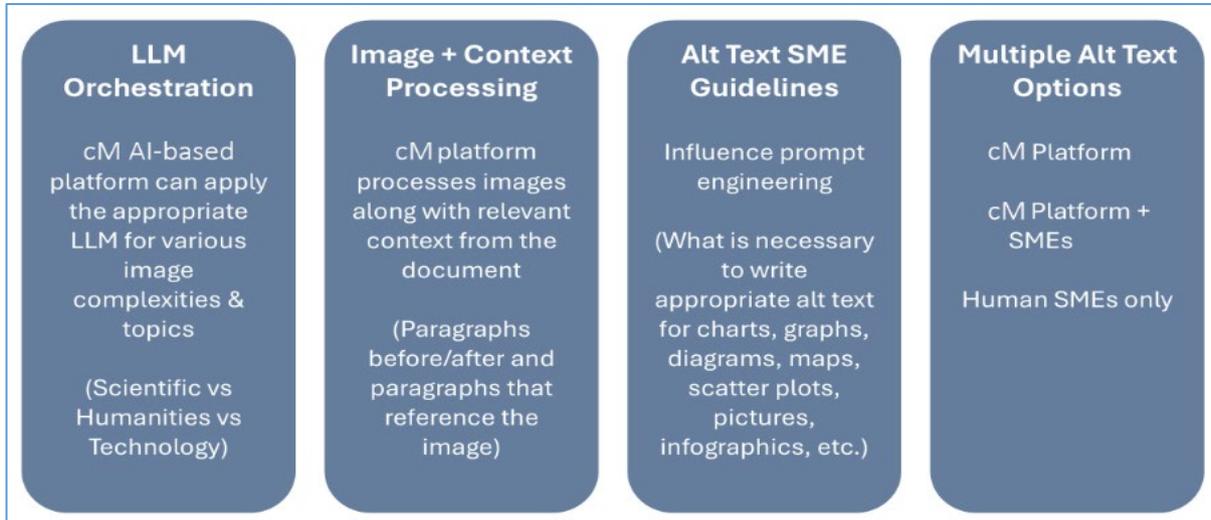
codemantra's AI-powered alt text tool analyses the image itself to detect key visual elements. It reads the surrounding text (captions, nearby paragraphs, headings, etc.) to understand how the image is being used in context. It applies expert-crafted prompts, built from a decade of alt text-writing experience and tailored to different image categories (e.g., photos, graphics, maps, illustrations, graphs, charts) to guide the large language model in producing accurate, useful descriptions.

By combining visual analysis with contextual text and specialized prompts, the tool generates alt text that is complete, and contextually relevant and accurate.

The tool is truly dynamic and can be customized for client needs. Different LLMs can be deployed depending on client requirements. The prompt library can be refined and developed to include specific requirements or any other element that would improve their alt text output.

Cost effective remediation programs (whether frontlist or backlist) depend on automation delivering consistent high-quality output.

codemantra’s Alt Text Proposition



AI-Driven QC with SME Assessment

codemantra’s end-to-end workflow embeds an automated QC loop that begins with our AI-powered alt text tool classifying each image by category (e.g., photo, graphic, map, illustration) and complexity level (simple, moderate, complex) based on human-defined criteria. After generating alt-text, the system scores every description on completeness, contextual relevance, and compliance with editorial standards. Outputs are flagged for an SME review. Expert feedback is then incorporated back into our prompt library and model fine-tuning pipeline, steadily reducing human intervention while preserving rigorous quality control.

Multilingual Output

The alt text production process is language agnostic. It does not generate alt text in English or any language as a default but can be directed to produce alt texts in a wide range of languages. This ability negates the need for translation (whether human- or AI-generated) with the attendant risk of inaccuracy and additional, time-consuming workflow steps.

AI-Driven QA Loop

The platform’s AI-driven QC loop is fully configurable—thresholds, retry logic, and escalation criteria can all be adjusted or fine-tuned to match specific standards or turnaround requirements. codemantra’s platform orchestrates a mix of leading LLMs—each selected for its strengths at different workflow stages.

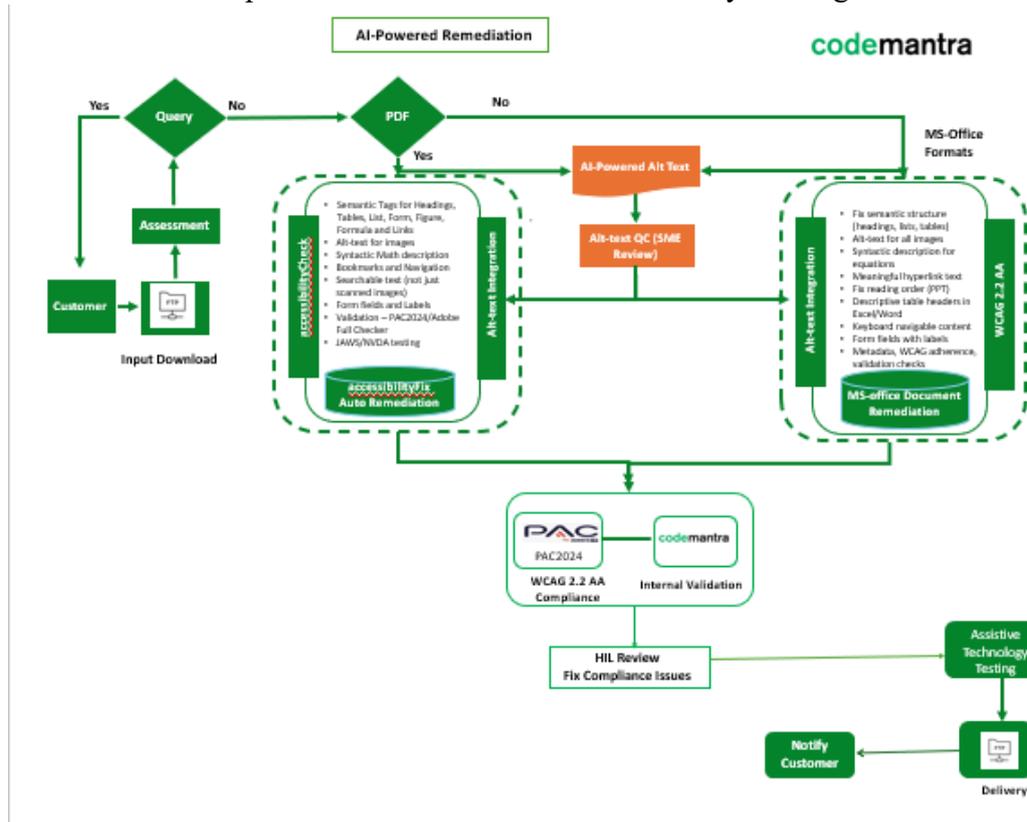
Our REST API accepts each image request, processes it through the full AI-driven workflow, and returns the finalized alt text within minutes of submission. No Citrix or manual intervention is required. If an item is marked for SME review—based on complexity, specialized content—the API flags it for expert review and returns the human-validated content.

codemantra has a large pool of SME alt text writers and QA specialists. This specialized team spans a broad spectrum of disciplines, including Economics, Physics, Chemistry, Mathematics, Social Sciences, Zoology, Health & Nutrition, Engineering, Biotechnology,

and Medicine, as well as Humanities and Creative Arts. They ensure visual content adherence to WCAG Standards.

This combination of disciplinary depth, pedagogical understanding, and multilingual capability enables codemantra to deliver alt text that is not only accurate and compliant but also educationally purposeful and inclusive across all verticals.

Proposed Remediation Workflow for City of Leagues



Accessibility Remediation Workflow

The remediation process begins with an assessment phase, where the incoming documents are assessed to determine the total number of files received, the total page count, identification of missing pages, and for any missing content or the presence of corrupt files. Query is sent to the customer for missing content or corrupt files. After assessment the document type is checked if it is a PDF or an MS Format file. Based on the document type workflow proceeds through a structured sequence of automated and human-driven steps to ensure compliance with WCAG 2.2 AA standards.

Audit and Initial Processing

The document is first audited through our *accessibilityCheck* module of our Ai-powered *accessibilityInsight* platform to confirm the level of accessibility remediation needed. AI-powered tools generate initial alt text for images, which is then reviewed by subject matter experts (SMEs) to ensure accuracy and meaningfulness.



For a PDF file based on the audit report *accessibilityFix* module of our *accessibilityInsight* platform applies quick fixes to common accessibility issues, such as missing headings or improper list structures. The PDF is auto-remediated to meet the WCAG requirements. The auto-generated alt text is integrated into the remediated file.

For an MS Office format (Word, Excel, PowerPoint), the file is remediated by our certified experts. Proper tagging structure is applied for headings, tables and lists to ensure the document reads correctly through screen reader devices.

Structural and Semantic Enhancements

The document's semantic structure is corrected: headings, tables, lists, forms, figures, formulas, and hyperlinks are properly tagged. All images are assigned descriptive alt text, while mathematical equations are converted into syntactic descriptions that can be read by assistive technologies. Hyperlinks are rewritten to be meaningful. Reading order in PowerPoint slides is fixed, while Excel and Word tables receive descriptive headers. Interactive content is made keyboard-navigable, with form fields properly labeled. Metadata is added, and compliance checks are run against WCAG standards.

Validation and Testing

The remediated document undergoes validation using industry tools such as PAC2024 and Adobe's accessibility checker. Internal validation and higher-level review (HIL) ensure that compliance issues are fully resolved before delivery. A final QC/QA pass is conducted to verify that all accessibility requirements have been met. Assistive technology testing is performed with JAWS and NVDA screen readers to confirm real-world usability. The document is confirmed to be compliant with WCAG 2.2 AA standards.

Once validated, the remediated file is delivered to the customer, and a notification is sent.

Key Outcomes

Documents are transformed into fully accessible formats that meet WCAG 2.2 AA compliance. AI accelerates remediation, while human experts ensure quality and accuracy. Validation tools and assistive technology testing guarantee usability for people with disabilities.

Customers receive fully compliant, tested, and certified accessible documents across both PDF and MS Office formats.

Validation Tools and Checkpoints

To ensure comprehensive compliance and consistently high-quality outcomes, we leverage a robust set of industry-leading tools and validation processes. Our approach includes:

- PAC 2024 for thorough PDF/UA and WCAG 2.2 validation, ensuring accessibility standards are met at every stage.
- CommonLook PDF Validator, which combines automated checks with guided manual reviews to verify accurate tagging, metadata structure, alt text, table integrity, link accuracy, and ISO compliance.
- Adobe Full Checker for an additional layer of validation to ensure compliance.
- Custom Manual Checklists that address both general accessibility guidelines and specific customer requirements, regularly updated and version-controlled for accuracy.
- Internal Work Instructions that provide a comprehensive reference for both standard and customized accessibility rules, featuring step-by-step guidance and visual aids.



This multi-layered approach ensures that all deliverables fully align with Section 508, PDF/UA, and WCAG 2.2 AA standards, while also meeting unique client expectations and requirements. We are committed to delivering accessible, compliant solutions that are thoroughly validated at every step.

Client Engagement

Codemantra assigns a dedicated Project Manager and Account Manager to every engagement to ensure strong governance, consistent oversight, and seamless communication throughout the project lifecycle. The Project Manager acts as the primary point of contact and provides structured project status reports on a weekly or biweekly basis, as agreed with the client. These reports offer a clear and comprehensive view of project progress, including work completed, progress against milestones, upcoming activities, and any inputs needed from the client.

We emphasize proactive, transparent communication to keep clients fully informed and aligned at all times. Any potential risks, dependencies, or changes impacting scope or timelines are communicated promptly, along with recommended mitigation actions. Post-delivery, the Project Manager continues to support final reviews and adjustments, providing ongoing updates as needed.

We track and report efficiency metrics aligned to project volume and complexity. Key performance indicators include turnaround time (TAT), throughput, accuracy, and on-time delivery.

Performance Metrics and Delivery Efficiency

Turnaround Time (TAT)

TAT is measured from receipt of files to final delivery. For example, on a recent large-volume accessibility project (~8,000 documents), standard-complexity files were delivered within an average of 24–48 hours per batch, while higher-complexity files required 72–96 hours per batch.

Volume-Based Throughput

We routinely process high volumes in parallel workflows. For instance, on a monthly volume of approximately 1,500 PDFs, we maintained a delivery rate of 98% on or ahead of agreed schedules, supported by scalable staffing and automated quality checks.

Quality and Accuracy

Accuracy is measured through multi-level QA sampling and client feedback. Across recent projects, we consistently achieved $\geq 98\%$ accuracy, with documented QA reports shared with clients as evidence.

Variance by Document Complexity

Turnaround times vary based on document type and complexity.

- *Low complexity*: Text-heavy documents with minimal tables or images (fastest TAT).
- *Moderate complexity*: Documents with tables, figures, and basic math (moderate TAT).
- *High complexity*: STEM, medical, or highly structured content with equations, charts, and extensive tagging requirements (longer TAT).

Codemantra has remediated Math and Engineering books, and student supplement materials for an educational publisher which comprised more than 80,000 pages, 100,000 images and over 1,000,000 equations, within a 6-month period to meet a crucial commercial deadline.



Quality Measures and Training

Pre-Analysis

Before production begins, we conduct a detailed pre-analysis of all input files to identify structural complexities such as tables, forms, images, and unstructured content. Clear instructions are then shared with the production team to ensure consistency, accuracy, and time efficiency across all output files. This early-stage review significantly reduces downstream errors and supports a smoother remediation workflow.

Remediation & Automated Validation

Our remediation process is supported by a proprietary validation engine that automatically checks for machine-testable accessibility issues across Section 508, PDF/UA, and WCAG 2.2 A/AA standards. The engine validates multiple document formats—including PDF, Word, Excel, EPUB, and PowerPoint—and provides detailed error insights aligned with each standard. After remediation, documents undergo a second verification cycle, including randomized testing of reading order and navigation by experienced screen-reader users (JAWS/NVDA), some of whom are certified professionals with disabilities.

Validation Tools and Checkpoints

To ensure robust compliance and reliable quality, we employ multiple industry-recognized validation tools and quality checkpoints:

- PAC 2024 for PDF/UA and WCAG 2.2 validation
- CommonLook PDF Validator for both automated and guided manual checks, ensuring accurate tagging, metadata structure, alt text, table integrity, link accuracy, and ISO compliance
- Adobe Full Checker for final pass verification
- Manual Checklists covering general accessibility guidelines and customer-specific requirements, maintained with version control
- Internal Work Instructions that consolidate general and custom accessibility rules with screenshots for easy reference

These checkpoints ensure consistent adherence to Section 508, PDF/UA, and WCAG 2.2 AA standards while meeting customer-specific expectations.

Internal Quality Assurance

A dedicated internal QA team reviews deliverables at multiple stages, identifies recurring issues, and provides targeted feedback to production teams. They support continuous improvement through process enhancements, automation initiatives, corrective action planning, and proactive risk mitigation. This structured QA model ensures that quality issues are resolved early and do not recur across batches.

Training & Capability Development

We conduct regular discussions to keep team members updated on evolving accessibility practices and customer guidelines. New instructions or file types introduced by the customer are reviewed by SMEs and converted into formal training modules. Additionally, we conduct periodic evaluation tests to ensure that updates from audits and customer feedback are consistently applied across the team.

Industry Standards & Update Management

Our SMEs actively participate in leading accessibility forums and communities such as WCAG, PDF/UA, and IAAP, ensuring continuous alignment with emerging standards and industry updates. Any changes identified are analyzed and communicated across production



teams and implemented only after customer confirmation. This ensures alignment with both industry requirements and customer expectations.

Certified PWD Testers

We employ certified professionals with disabilities who specialize in assistive technologies such as JAWS, NVDA, and Adobe Read Out Loud. Their lived experience provides critical insight into real-world usability, ensuring that our outputs are not only compliant on paper but genuinely accessible and intuitive for end users.

Program Management and Approach

Customer centric approach is followed throughout the life cycle of the project. Our effective account management processes will set clear expectations through collaborative and cooperative communication with the City of League representative while our trained staff execute the remediation work plan with the intent to exceed customer expectations.

At codemantra, we prioritize our client relationships, ensuring clear communication and a unified approach to meet client needs. The assigned project manager and account manager closely oversee the projects throughout their lifetime. The project manager sends status reports that provides regular updates on a project's progress, including completed tasks, and any issues encountered. These reports are typically provided on a weekly or biweekly timeline as per customer preference.

The project manager also sends a detailed assessment report, as soon as we receive the files, which includes information such as the total page count, identification of missing pages, and any missing content or information on corrupt files if received. This initial assessment helps in successful completion of the project.

Maintaining open and transparent lines of communication with clients is prioritized. This includes providing timely and clear responses to their inquiries, ensuring they are always informed about the project's progress.

Any customer complaints are acknowledged and responded within 24 hours, and the rectifications and corrections are done within 48 hours or on an agreed timeline with customers, and corrected files after a thorough quality check is sent to customers. A detailed error analysis report is shared with details on root cause, corrective and preventive actions.

After delivering the remediated files, we provide support for any final reviews or adjustments based on client feedback. We remain available for any follow-up questions or issues that may arise after delivery, ensuring a smooth transition and client satisfaction, thereby providing ongoing support.

Turnaround time (TAT) from codemantra varies between 5-7, 7-10, 10-15 business days depending on the pages per batch to remediate. See below table for details.

Batch Size (Pages)	Turnaround Time (TAT)*
Up to 500 pages	5-7 Business days
Up to 1,000 pages	7-10 Business days
1,000–3,000 pages	10-15 Business days

*The schedules provided are standard, but we are flexible and can reduce the turnaround time if needed.



Delivery

The complexity-level-based SLA is defined, which includes internal process-level breakup dates to attain the final delivery schedule. The project manager will follow up on the process-level dates during a daily scrum meeting while monitoring the project schedule. If there are any uncertainties during the process stage, the project manager will communicate with the customer prior to the delay and get approval for the revised schedule. The consolidated on-time % calculation is done on a weekly basis to maintain and improve the delivery performance. Factors that could impact the standard delivery timeline are large files or high volume of documents in one batch, or complex content with heavy math equations or large tables or low-quality scanned pages. Project manager will communicate the details and get approval for revised schedule if needed.



References

Client	Contract Period	Contact	Designation	Email	Phone
Loving County, Texas	3 years	Mozelle Carr	Loving County District and County Clerk	cclerk@co.loving.tx.us	432-309-9500 x6
Public Employment Relations Board (PERB)	4 years	Jay Hernandez	IT Specialist	Jay.Hernandez@perb.ca.gov	(916) 472-1119
California Civil Rights Department	3 years	Rashida Harmon	Assistant Deputy Director	Rashida.Harmon@calcivilrights.ca.gov	(916) 555-1234
Orange County	On-need basis	Carlos J. Lahens	IT Project Leader	Carlos.Lahens@ocfl.net	(407) 836-5232
City of Galesburg, Illinois	On-need basis	Orlee Lucero	IT Director	olucero@ci.galesburg.il.us	309-345-3676

We would also like to highlight that codemantra is an approved vendor under the Texas Department of Information Resources (DIR) contract. This enables eligible Texas state agencies, local governments, educational institutions, and other public sector organizations to contract with us through a streamlined, compliant procurement process. Leveraging our DIR contract (DIR-CPO-5119) provides several benefits, reduced procurement timelines, simplified contracting, and full adherence to Texas state purchasing regulations, allowing organizations to engage our services quickly and efficiently.

Compliance

Certifications or audits related to international compliance standards.

- codemantra follows the WCAG 2.2 standard for all our existing customers. It includes customer-specific guidelines, as well as quality assurance for WCAG 2.2 standards and other specific instructions before delivering the outputs.
- All production team members are certified for various accessibility certifications:
 - The U.S. General Services Administration (GSA) (Section 508)
 - Accessibility for Ontarians with Disabilities Act (AODA)
 - The Office of Accessible Systems & Technology (OAST)
- The basic Section 508 certification is a mandated process to start the live production process.

The use of industry-specific validation tools and regular skill updates are a mandatory process for all accessibility team members to produce good-quality output



- CPACC, WAS, and Section 508 Certified experts are available.

Conclusion

Leveraging our proprietary AI-based technology, skilled staff, and an efficient delivery process, we are confident that we can support City of Leagues across all content types, complexity levels, and volumes to meet their electronic document remediation services requirement. codemantra's DIR-approved vendor status reinforces our commitment to compliance, efficiency, and value for Texas public sector organizations. Our proposal is rooted in a commitment that our tools and technology combined with our people can amply support you in achieving your remediation goals.

codemantra is delighted for the opportunity to respond to this RFP and excited about the possibilities for partnership.