



**METROPOLITAN AIRPORT
AUTHORITY OF PEORIA**

REQUEST FOR PROPOSALS

Web Accessibility and ADA Compliance Services

WCAG 2.1 Level AA — Title II of the Americans with Disabilities Act

Issued by:

Metropolitan Airport Authority of Peoria

6100 W. Everett McKinley Dirksen Parkway, Peoria, IL 61607

RFP Issued: Friday, April 10, 2026

Submissions Due: Noon (CST), Friday, May 8, 2026

Submit to: cbsloan@flypia.com | Phone: (309) 697-8272, Ext. 100

*MAAP reserves the right to accept or reject any and all proposals, waive any formalities
and to accept the proposal determined to be in its best interest.*

LEGAL NOTICE

REQUEST FOR PROPOSALS

The Metropolitan Airport Authority of Peoria (MAAP) is currently accepting proposals for the following goods or services:

Web Accessibility and ADA Compliance Services

Proposals will be received until:
NOON, CST, Friday, May 8, 2026

Proposals may be submitted to the following location or via email:

MAAP Administrative Offices, Second Floor
General Wayne A. Downing Peoria International Airport
6100 W. Everett McKinley Dirksen Parkway
Peoria, IL 61607
cbsloan@flypia.com

Important Notes:

- MAAP bears no responsibility for emailed proposals that are not received.
- Emailed proposals with attachments greater than 12MB may not be received and no error message will be generated. Vendors should confirm receipt if submitting electronically.
- RFP documents may be obtained by emailing cbsloan@flypia.com.

MAAP reserves the right to accept or reject any and all proposals determined to be in its best interest.

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** This form must be completed and included within your proposal.*

1. Introduction

The Metropolitan Airport Authority of Peoria (MAAP) is a municipal corporation created under the laws of the State of Illinois. MAAP owns and operates two airports: General Wayne A. Downing Peoria International Airport (PIA) on the southwest edge of the City of Peoria, and Mt. Hawley Auxiliary Airport on the northern edge of the city. PIA provides first-rate airline service to major connecting hubs and vacation destinations. Air freight service is provided by UPS, serving Central Illinois with daily flights to major freight hubs. General aviation is served by Byerly Aviation at PIA and by MAAP at Mt. Hawley Airport. MAAP contributes nearly \$580 million in annual economic impact to the greater Peoria community.

In April 2024, the Department of Justice (DOJ) issued a Final Rule under Title II of the Americans with Disabilities Act (ADA) requiring state and local government entities to bring their web-based and digital services into compliance with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards. MAAP's compliance deadline is April 26, 2027. In response, MAAP is issuing this Request for Proposals (RFP) to identify and select a qualified vendor to assist with all aspects of that effort.

2. About This Process

MAAP is seeking the most capable, experienced, and well-suited partner to guide the organization through a complex compliance initiative and may not select a vendor solely based on price.

Submissions will be evaluated on the quality and depth of each vendor's qualifications, proposed approach, relevant experience, and overall fit for MAAP's needs. While cost will be considered, it will not be the sole or primary basis for selection.

MAAP reserves the right to:

- Accept or reject any or all submissions at its sole discretion
- Waive technicalities if such waiver is in the best interest of MAAP and conforms to local laws and ordinances
- Request additional information or clarification from any respondent
- Conduct pre-award interviews or presentations with shortlisted vendors
- Award to a single vendor or, if determined to be in MAAP's best interest, issue multiple awards
- Negotiate and/or establish the final contract amount with the selected vendor(s) to reflect a maximum amount payable under the contract.
- Cancel this RFP at any time without obligation

3. Project Objectives

MAAP's primary objective is to achieve full compliance with WCAG 2.1 Level AA standards across all digital platforms and public-facing content by the April 26, 2027 DOJ deadline. MAAP is seeking a vendor capable of delivering the following core services:

- **Comprehensive Audit:** Vendor will conduct a thorough accessibility audit of all digital assets identified in Section 4.
- **Remediation:** Provide technical remediation and implementation to bring all platforms into compliance.
- **Staff Training:** Provide education and training for MAAP staff to understand, maintain, and sustain compliance.
- **Advisory Support:** Provide ongoing guidance and consultation throughout the compliance process.
- **Future Compliance Roadmap:** Develop sustainable measures to maintain compliance beyond the April 2027 deadline, including optional ongoing audit and re-certification services.

4. Scope of Digital Assets

The selected vendor will be responsible for assessing and remediating the following digital properties and platforms currently in use by MAAP:

4a. Websites

- flypia.com (primary airport website, WordPress)
- fly3my.com (WordPress)
- rewards.flypia.com (WordPress)
- Third-party widget/plugin: Cirium (flight information display)

4b. Social Media Channels

- Facebook
- Instagram
- LinkedIn
- YouTube

4c. Digital Communications

- Email newsletters via Constant Contact
- Web-based surveys via SurveyMonkey

4d. In-Terminal and Physical Digital Displays

- Public address (PA) announcement systems
- Flight Information Display System (FIDS)
- Entertainment TV System in Holdroom

Note: Some platforms — such as social media channels and third-party widgets — may present limitations on the degree of direct remediation possible. Vendors should address their approach to these constrained environments in their submissions.

5. Proposal Requirements

To be considered, respondents must demonstrate the capacity — through their own staff or through specified third-party subcontractors — to perform all services described in this RFP. Proposals should be clear, concise, and directly address each of the following elements:

- **Company Overview:** A brief history of your organization, including years in operation, size, and ownership structure. Describe your experience with Title II ADA compliance projects, particularly those involving government or quasi-governmental entities.
- **Compliance Approach:** A detailed description of your proposed methodology for auditing, remediating, and certifying MAAP's digital assets. Explain how your approach addresses WCAG 2.1 Level AA standards, and how you handle platforms where full remediation may be limited (e.g., third-party tools or social media).
- **Platform Recommendations:** If your approach involves recommending changes to existing platforms or tools, provide a clear explanation of those recommendations and the rationale for why they are best suited to MAAP's needs and technical environment.
- **Case Studies / Portfolio:** Provide at least two examples of comparable accessibility compliance projects you have completed, preferably for airports, government entities, or public-facing organizations. Include links to live sites or demos where available.
- **Staff Training Plan:** Describe the training program you will provide for MAAP staff. Include format (in-person, virtual, self-paced), duration, materials provided, and any ongoing support options.
- **Ongoing Maintenance Options:** Describe available maintenance and support programs, both with and without a continued service contract. Include information on tutorials, documentation, help desk access, and re-certification services.

- **Project Timeline:** Provide an estimated project timeline with key milestones, including audit, remediation, staff training, and final certification. All work must be completed and certified no later than April 1, 2027.
- **Cost Proposal:** Provide a detailed cost breakdown covering all phases of the project: audit, remediation, training, and any optional ongoing support or re-certification services. Costs should be itemized to the extent possible. Final contract amounts will be determined during negotiations.
- **References:** Provide at least three (3) client references from comparable accessibility or compliance projects. Include contact name, organization, phone number, and email.

6. Evaluation Criteria

MAAP will evaluate each submission holistically to identify the vendor whose qualifications, approach, and capabilities represent the best overall fit. Key factors in that evaluation include:

- **Subject Matter Expertise:** Demonstrated knowledge of and experience with WCAG 2.1 Level AA compliance, Title II ADA requirements, and digital accessibility best practices. Airport experience is preferred.
- **Technical Competence:** Ability to meet MAAP's requirements across a diverse and complex digital environment, including WordPress, social media, third-party platforms, and in-terminal systems.
- **Proposed Approach:** Clarity, thoroughness, and practicality of the proposed methodology — including how the vendor addresses platforms where full remediation may be limited.
- **Capacity to Deliver:** Evidence that the vendor has the staff, resources, and bandwidth to complete this project within MAAP's required timeline.
- **Staff Training Quality:** Quality and practicality of the proposed training program for MAAP's non-technical staff.
- **References and Past Performance:** Strength of references and relevance of comparable past projects.
- **Cost:** Reasonableness and transparency of the proposed cost structure. Cost will be considered, but is not the final determining factor.

7. Project Timeline

The following timeline governs the RFP process. All dates are subject to change; any changes will be communicated to all registered respondents.

Milestone	Date
RFP Issued	Friday, April 10, 2026
Optional Pre-Submission Review (Teams/Virtual)	Tuesday, April 21, 2026 10:00 (CST)
Questions Due	Friday, April 24, 2026
Submissions Due	Friday, May 8, 2026 by Noon (CST)
Vendor Selection / Notifications	Wednesday, May 27, 2026
Project Start Date	Monday, June 1, 2026
WCAG 2.1 AA Compliance Deadline	Thursday, April 1, 2027

8. Budget

MAAP has allocated funding for this project in its FY2027 budget. A specific budget figure is not being published at this time; vendors should propose a cost structure that reflects the full scope of work outlined in this document.

All proposals must include a detailed cost breakdown. The final contract amount will be determined during negotiations with the selected vendor and will reflect a maximum amount payable under the contract. MAAP is committed to a fair and transparent contracting process.

9. Submission Instructions

All proposals must be submitted electronically to:

cbsloan@flypia.com

Submissions must be received by Noon (CST) on Friday, May 8, 2026. Late submissions will not be considered. Submissions should be provided as a single PDF document, clearly labeled with the vendor's name and "MAAP RFP — Web Accessibility Compliance Services."

Questions regarding this RFP must be submitted in writing to the same email address no later than Friday, April 24, 2026.

10. Terms and Conditions

- MAAP reserves the right to reject any or all proposals, in whole or in part, at any time and for any reason, without liability or obligation.
- MAAP reserves the right to waive technicalities if such waiver is in the best interest of MAAP and conforms to local laws and ordinances.
- Proposals shall remain valid and binding for ninety (90) days from the submission deadline.
- The selected vendor will enter into a formal contract with MAAP that includes defined milestones, deliverables, and payment terms.
- MAAP will retain ownership of all work product, deliverables, and intellectual property produced as part of this engagement upon final payment.
- MAAP may conduct interviews, site visits, or request additional information from any respondent as part of the evaluation process.
- Issuance of this RFP does not commit MAAP to award a contract or reimburse any costs incurred in the preparation of a response.
- Any contract awarded as a result of this RFP will be subject to MAAP's standard contract terms and applicable Illinois law.

11. Contract Terms

The following terms are not intended to be exclusive; additional terms and conditions may be required by MAAP. These terms are incorporated by reference into any bid or proposal submitted in response to this RFP and shall become part of any resulting contract.

11a. Assignment

The vendor shall not assign, transfer, convey, or otherwise dispose of the contract or its right, title, or interest therein without the prior written consent of MAAP.

11b. Designated Representative

The vendor shall appoint an individual who, when requested, shall be available for discussions concerning the fulfillment of the contract.

11c. Certification of Good Faith

A vendor submitting a proposal thereby certifies that no officer, agent, board member, or employee of MAAP has any pecuniary interest in the proposal; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other vendor; and that the vendor is competing solely on its own behalf without connection with, or obligation to, any undisclosed person or firm connected to MAAP.

11d. Governing Law

Contracts shall be entered into within the State of Illinois, and the laws of said state, whether substantive or procedural, shall apply to the contract. All statutory, charter, and ordinance provisions applicable to public contracts in the County of Peoria and the State of Illinois shall be followed with respect to the contract.

11e. Tax Exemption

MAAP is a tax-exempt entity. A tax exemption certificate is available upon request. All prices submitted in the proposal should be exclusive of all taxes.

11f. Cancellation or Default

In case of default by the vendor, MAAP will procure the articles or services from other sources and hold the vendor responsible for any excess costs incurred. MAAP reserves the right to cancel, in whole or in part, any contract if the vendor fails to perform any of the provisions of the contract or fails to deliver within the timeframe stated.

11g. Permits and Licenses

The successful vendor shall obtain, at its own expense, all permits and licenses that may be required to perform the contract.

11h. Prices Specified

The vendor agrees to furnish materials or services in accordance with MAAP's specifications and conditions, and at prices specified in the submitted proposal.

11i. Hold Harmless and Indemnification

The vendor shall save, hold harmless, and indemnify MAAP against any and all liability, claims, and costs of whatever kind and nature for injury to or death of any person or persons, and for loss or damage to any property, occurring in connection with or in any way incident to or arising out of the use, service, operation, or performance of work under the terms of this contract, resulting from the negligent acts or omissions of the vendor, or any employee, agent, or subcontractor.

11j. Limited Distribution or Use of Information

Performance of this contract may require the vendor to have access to and use of data and information that may be considered proprietary to MAAP. The vendor agrees that its personnel will not divulge or release data or information developed or obtained in connection with the performance of the resulting contract, unless made public by MAAP or upon written approval by authorized MAAP staff. All proprietary information and all copies thereof shall be returned to MAAP upon completion of the contract.

11k. Ownership of Equipment, Information, and Materials

If the agreement is for the sale of goods, the vendor will pass title to MAAP upon completion and will warrant title. Title to all source data, information, and materials furnished to MAAP — including any other items pertaining to the work and services to be performed pursuant to this agreement, including any copyright — shall rest with MAAP. Such ownership does not extend to proprietary materials brought in by the vendor for use on any project. Upon project completion, MAAP shall have the full right to use each of the above for its purposes without further compensation or approval of the vendor.

11l. Responsibility for MAAP Property

The vendor assumes full responsibility for, and shall indemnify MAAP against, any and all loss or damage of whatever kind and nature to any and all MAAP property — including any equipment, supplies, accessories, or parts — while in the vendor's custody and care for storage, repairs, or services to be performed under the terms of the resulting contract.



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SIGNATURE SHEET

RFP: Web Accessibility and ADA Compliance Services

**EXECUTION OF THIS FORM CERTIFIES UNDERSTANDING AND COMPLIANCE
WITH THE RFP FOR WEB ACCESSIBILITY AND ADA COMPLIANCE SERVICES
THIS FORM MUST BE COMPLETED AND SUBMITTED FOR PROPOSAL TO BE EVALUATED**

Please print or type all information clearly.

Company Name: _____

Authorized Agent — Name & Title: _____

Contact Person: _____

Company Address: _____

City, State, Zip: _____

Daytime Phone: _____

Email Address: _____

I have read and agree to all terms and conditions outlined in this RFP and the General Instructions to Bidders.

Signature of Authorized Agent

Date

MAAP reserves the right to reject any and all proposals, to waive technicalities, and to select the best proposal for MAAP's needs.

Metropolitan Airport Authority of Peoria | General Wayne A. Downing Peoria International Airport | flypia.com