



**Website:**  
[www.sanbenitocountyca.gov](http://www.sanbenitocountyca.gov)

**BOARD MEMBERS:**

DISTRICT 1 - Dom Zanger  
DISTRICT 2 - Kollin Kosmicki  
DISTRICT 3 - Mindy Sotelo  
DISTRICT 4 - Angela Curro  
DISTRICT 5 - Ignacio Velazquez

**Agenda Item  
Regular Meeting of the  
Board of Supervisors  
Tuesday, April 14, 2026**

COUNTY EXECUTIVE OFFICER:  
Esperanza Colio Warren

COUNTY COUNSEL:  
Gregory P Priamos

CLERK OF THE BOARD:  
Vanessa Delgado

---

**Item Number: 1.13**

**MEETING DATE:** 04/14/2026  
**DEPARTMENT:** COUNTY EXECUTIVE OFFICE  
**AGENDA ITEM PREPARER:** Gracie Rodriguez  
**DEPT HEAD/DIRECTOR:** Esperanza Colio Warren

**SUBJECT:**

**COUNTY EXECUTIVE OFFICE - E.COLIO WARREN**

1. Delegate authority to the County Executive Officer (CEO) or designee(s) to negotiate and execute a two-year agreement with CivicPlus, in an amount not to exceed \$60,000.00, for website and document accessibility services (AudioEye and DocAccess), on an urgent basis to comply with the U.S. Department of Justice's Final Rule to Improve Web and Mobile App Access for People with Disabilities; provided that the agreement shall be subject to review and approval by County Counsel as to legal form prior to execution.
  2. Authorize the CEO to sign the agreement, subject to county counsel approval.
- SBC FILE NUMBER: 119

**AGENDA SECTION:**

CONSENT AGENDA

**BACKGROUND/SUMMARY:**

On April 8, 2024, the U.S. Department of Justice (DOJ) issued a [final rule under Title II of the Americans with Disabilities Act \(ADA\)](#) establishing new requirements for the accessibility of web content and mobile applications provided by state and local governments. The rule requires public agencies to ensure that digital services are accessible to individuals with disabilities and aligns with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

The rule establishes two compliance deadlines: April 24, 2026, for larger public entities (generally

populations of 50,000 or more) and April 26, 2027, for smaller public entities. San Benito County is subject to the earlier compliance deadline of April 24, 2026. This deadline requires the County to ensure that its websites, mobile applications, and digital documents—including PDFs and online forms—are accessible to individuals with disabilities. While the County is actively working toward compliance, the scope of updates needed across all digital content is significant and will take time to fully implement. Entering into a contract for accessibility services will demonstrate the County's good faith effort and proactive steps toward meeting federal requirements within the required timeframe.

Since the rule's adoption, counties nationwide have raised concerns about implementation costs and operational impacts. The National Association of Counties (NACo), along with other local government organizations, has actively engaged in advocacy efforts with federal partners to seek flexibility, clarity, and cost reductions. NACo has also reported that the DOJ is considering revisiting aspects of the rule to reduce implementation costs; however, the rule remains in effect, and compliance timelines have not been delayed.

San Benito County's website and digital documents must be evaluated and remediated to meet these federal accessibility standards. Failure to comply may expose the County to complaints, enforcement actions, and potential litigation.

Staff has identified CivicPlus as a qualified vendor that provides integrated accessibility solutions for both web content and digital documents. CivicPlus has submitted a Statement of Work (Quote #Q-119148-1) for two key services:

- AudioEye Off Platform Solution – provides website accessibility monitoring and remediation tools
- DocAccess – provides document accessibility services to scan, convert, and monitor PDF documents for ADA and Section 508 compliance

The total initial investment with CivicPlus is \$30,135, which includes one-time implementation costs and first-year service fees, with ongoing annual costs of \$26,635, subject to annual increases of up to 5%.

To support timely compliance while maintaining flexibility in light of evolving federal guidance and ongoing advocacy efforts, staff recommends a two-year agreement with CivicPlus and delegating authority to the County Executive Officer (CEO) and/or designees to negotiate favorable contract terms, including pricing stability, limitations on annual increases, and service expectations. The agreement shall be subject to review and approval by County Counsel as to legal form prior to execution.

## **FISCAL IMPACT:**

The proposed agreement would be for a two-year term with a contract amount not to exceed \$60,000.

Estimated costs are as follows:

Year 1: \$30,135 (includes one-time implementation and annual services)

Year 2: Estimated between \$26,635 and \$27,967, depending on negotiated terms and potential annual increase of up to 5%

Total Estimated Two-Year Cost:

Minimum: \$56,770

Maximum: \$58,102

Actual costs will depend on final negotiated terms, including any limitations on annual increases or multi-year pricing agreements.

Funding will be identified through the County Executive Office budget and/or applicable departmental budgets supporting website and digital communications.

**STAFF RECOMMENDATION:**

1. Delegate authority to the County Executive Officer (CEO) or designee(s) to negotiate and execute a two-year agreement with CivicPlus, in an amount not to exceed \$60,000.00, for website and document accessibility services (AudioEye and DocAccess), on an urgent basis to comply with the U.S. Department of Justice's Final Rule to Improve Web and Mobile App Access for People with Disabilities; provided that the agreement shall be subject to review and approval by County Counsel as to legal form prior to execution.
2. Authorize the CEO to sign the agreement, subject to county counsel approval.

**ATTACHMENTS:**

[Board Agenda Fact Sheet - CivicPlus DOJ ADA Compliance](#)

[Sole Source Justification - CivicPlus](#)

[Q-119148-20260407-1118](#)

[ADA.gov Fact Sheet New Rule on the Accessibility of Web Content and Mobile Apps Provided by State and Local Governments](#)

[AudioEye-FactSheet-040325](#)

[DocAccess Fact Sheet](#)