

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA

Meeting Date: February 25, 2025

Item Details

Presenter(s): Linda Graham Jones, Director

Department(s): Diversity, Equity, and Inclusion

Requested Motion

Motion to approve a Standard Services Agreement (SSA) between Recite Me NA, LLC, and the Town of Apex, for web accessibility software for the Town of Apex's website and designated URL's, effective April 1, 2025 through March 30, 2027, and to authorize the Town Manager, or their designee, to execute the agreement on behalf of the Town.

Approval Recommended?

Yes

Item Details

On April 23, 2024, the Town Council adopted the Town's first Language Access Plan (LAP) and authorized the implementation of several recommendations included in the plan. Of the LAP's initial recommendations, a website assistive technology tool bar was recommended to help make the Town's website more accessible and inclusive to users.

Recite Me NA, LLC was selected as the vendor to provide this service for the Town of Apex. The Recite Me assistive toolbar on the website enables our visitors to customize their experience in a way that works best for them. It includes screen reading functionality, multiple reading aids, customizable styling options, and an on-demand live translation feature that offers over 100 languages including 65 text-to-speech and styling options.

The original contract was for a single one-year term ending April 1, 2025. The recommendation is to renew the service contract with Recite Me NA, LLC, for a multi-year period to reduce cost and maintain ongoing updates to the platform. The total cost for the multi-year (three) service period is \$22,126.50 (\$7,375.50 each year through March 30, 2027).

During the June 2025, Town Council Work Session, the Diversity, Equity, and Inclusion (DEI) team is scheduled to provide an update on the Language Access Plan implementation, which will include analytical data of the current users of the software and other reporting metrics.

Attachments

- CN1-A1: Agreement Multi-Year - Standard Services Agreement - Recite Me NA, LLC, - Web Accessibility Software - April 1, 2025 through March 30, 2027
- CN1-A2: Agreement Multi-Year - Proposed Scope of Work - Recite Me NA, LLC, - Web Accessibility Software - April 1, 2025 through March 30, 2027
- CN1-A3: CONT-2024-073 - Recite Me NA, LLC - Current Contract ending April 1, 2025

