



**ModernWeb**  
BY CHICHA TECHNOLOGY, LLC

ACCESSIBILITY & MODERNIZATION  
A CHICHA TECHNOLOGY LLC SERVICE

CLIENT GUIDE · PUBLISHED JUNE 2026

# How Working with ModernWeb Works

A plain-English walk-through of every step — from your free accessibility audit through launch, ongoing hosting, and long-term support. Written for city clerks, library directors, and small-business owners.

|         |                                                                                     |
|---------|-------------------------------------------------------------------------------------|
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**ModernWeb** · a service of Chicha Technology, LLC · 15 Asbury Way, Sterling, VA 20165 ·

**VETERAN-OWNED SMALL BUSINESS**

## What This Guide Is For

ModernWeb rebuilds outdated websites for government agencies, public libraries, special districts, nonprofits, and small businesses — making them modern, mobile-friendly, and fully compliant with WCAG 2.1 Level AA accessibility standards. This guide explains every stage in plain English, so you know exactly what to expect before you sign anything.

### Who We Work With

Cities, counties, townships, special districts, public libraries, nonprofits, historical societies, and small businesses — any organization whose website needs to work for everyone.

### What "Accessible" Actually Means

A site where people who use screen readers, keyboard navigation, zoom text, or assistive technology can do everything sighted, mouse-using visitors can. WCAG 2.1 AA is the legally enforceable standard.

### How Long Does It Take?

Most projects launch in 2 – 6 weeks from contract signing. A simple 5-page site can be done in under two weeks; complex sites with forms, calendars, and document libraries take four to six.

### You Own Everything

Your domain, your content, your code. We are a vendor, not a platform. If you ever move on, you take everything with you — no exit fee, no data ransom.

## The Complete Process at a Glance

Eight steps, start to finish. Each is explained in full in the sections that follow.

| STEP | STAGE                                | TYPICAL TIMING      | WHAT HAPPENS                                                                                       |
|------|--------------------------------------|---------------------|----------------------------------------------------------------------------------------------------|
| 1    | Discovery & Free Audit               | Days 1 – 2          | We scan your site against WCAG 2.1 AA and send you a plain-English findings report at no cost.     |
| 2    | Proposal & Pricing                   | Days 3 – 7          | You receive a written quote and Statement of Work with a fixed price. No surprises.                |
| 3    | Design & Content Gathering           | Days 5 – 10         | One short meeting; we collect your logo, colors, and existing content. Your identity is preserved. |
| 4    | Build & Accessibility Implementation | Days 7 – 28         | Semantic, accessible HTML5 with WCAG 2.1 AA baked in from the first line of code.                  |
| 5    | Review & Launch                      | Days 21 – 42        | You review a private staging URL, request changes, and we go live on Google Cloud / Firebase.      |
| 6    | Handover & Ongoing Management        | At launch + ongoing | Credentials handed over; monthly Care Plan covers hosting, monitoring, and content updates.        |
|      |                                      |                     |                                                                                                    |

| STEP | STAGE                    | TYPICAL TIMING  | WHAT HAPPENS                                                                                    |
|------|--------------------------|-----------------|-------------------------------------------------------------------------------------------------|
| 7    | Optional Self-Edit (CMS) | Optional add-on | Add a lightweight CMS so your staff can edit content directly without breaking accessibility.   |
| 8    | Support & Add-Ons        | Ongoing         | Email support with defined response times; clear menu of what's included vs. quoted separately. |

STEP 1

Discovery & Free Accessibility Audit

Typical timing: Days 1 – 2 · No cost · No obligation

Every engagement starts with a complimentary, no-obligation accessibility audit of your current website. We review your site and send you the results — no action required on your end.

What we scan

- Color contrast ratios on text, buttons, and links
- Image alternative text (alt attributes)
- Heading structure and logical reading order
- Keyboard navigability — every function reachable without a mouse
- Form labels and error handling
- Focus indicators, skip links, and landmark regions
- Mobile responsiveness and 320 px reflow
- Page language declaration and PDF accessibility

**Standard:** We test against **WCAG 2.1 Level AA** — the technical standard the U.S. Department of Justice adopted as the enforceable rule for government websites under ADA Title II (28 CFR Part 35, final rule 2024).

ADA Title II Compliance Deadlines

| ORGANIZATION TYPE                                          | POPULATION / CRITERIA | COMPLIANCE DEADLINE |
|------------------------------------------------------------|-----------------------|---------------------|
| States, counties, cities, towns and their agencies         | Population ≥ 50,000   | April 26, 2027      |
| Counties, cities, towns and their agencies                 | Population < 50,000   | April 26, 2028      |
| Special districts (utilities, fire, library, soil & water) | All sizes             | April 26, 2028      |

**Nonprofits and businesses:** ADA Title III has no fixed federal deadline, but private plaintiffs actively file accessibility lawsuits with attorney fees awarded to prevailing plaintiffs. Proactive compliance is almost always cheaper than reactive settlement.

The audit report is written in plain English — one issue per entry, with a plain description, why it matters for real users, and how we fix it. No jargon, no code required to read it.

## STEP 2

## Proposal & Pricing

Typical timing: Days 3 – 7 · Written quote + Statement of Work

After the audit we prepare a written proposal with a fixed price. The Statement of Work (SOW) describes every deliverable; the price is the price — no estimates that balloon later.

### How pricing works

Pricing scales with site complexity: number of pages, word count, and any special components (forms, calendars, payment systems). A minimal site starts around **\$650–\$1,000**; most small-org builds fall in the \$1,000–\$2,500 range. The SOW states the exact basis.

#### One-Time Build Fee

Covers the complete accessible rebuild.  
Paid at project close — or split 50% at signing / 50% at launch. Billed as a separate line item from the monthly Care Plan.

#### Monthly Care Plan

Optional subscription for hosting, monitoring, content updates, and ongoing accessibility scanning. Three tiers: \$59 / \$119 / \$199 per month. Nonprofits and small libraries receive 15% off (~\$50 / \$101 / \$169). Hosting is included — no separate Google bill.

**Procurement thresholds — no competitive bid required in many cases.** The federal micro-purchase threshold is **\$15,000** (FAR 2.101, raised Oct 1, 2025). In Kansas: direct purchase (no bid) under **\$5,000** (KSA 75-3739); informal quotes \$5,000–\$25,000. Because the one-time build and the monthly Care Plan are billed as two separate items, the build fee can land under the \$5,000 Kansas direct-purchase line even when ongoing support is also in place. Check your jurisdiction's specific thresholds with your purchasing officer.

### Payment terms

- **Government and public entities:** Invoice NET-30; payment by check or ACH with a purchase order.
- **Businesses and nonprofits:** Credit/debit card (Stripe) or NET-30 invoice.
- **No surprise charges:** Work outside the signed SOW is quoted and approved in writing before we proceed.

**Add-ons are itemized, never bundled:** The base project makes your current site fully compliant. Features like an AI chatbot, online payments, event calendar, site search, and 12 other customer-facing options are priced separately and listed in the proposal — genuine enhancements you choose, not upsells to basic functionality.

### STEP 3

## Design & Content Gathering

Typical timing: Days 5 – 10 · One short meeting + a shared folder

We need very little to get started. One 30 – 45 minute meeting is enough to agree on direction; everything else is shared via email or a Google Drive folder we set up for you.

### What we need from you

- Your logo file (any format — we'll optimize it)
- Your brand colors, if defined (hex codes or "the logo blue" is fine)
- A list of pages for the new site (we can suggest based on what you have)
- Photos or images you own and want to use
- Documents (PDFs, forms) you want linked on the site
- Contact info, hours, address, and phone numbers to display

**Your identity is preserved.** We adapt your brand colors to meet WCAG 2.1 AA contrast minimums when needed and show you any adjustments before anything is finalized. We also migrate your existing content — you don't retype anything; we extract it, rebuild it accessibly, and you review the result.

### STEP 4

## Build & Accessibility Implementation

Typical timing: Days 7 – 28 · You can check in anytime

You don't need to be involved during the build. We'll check in with updates and you can ask questions at any time.

### How we build

- **Semantic HTML5:** Proper heading hierarchy, landmark regions (header, nav, main, footer), and meaningful document structure — not just visual layout.
- **WCAG 2.1 AA baked in:** Skip links, visible focus indicators, keyboard navigation for every interactive element, labeled forms, and descriptive link text — built from the first line, not bolted on after.
- **Mobile-first, responsive:** Works on phones, tablets, and desktops; passes the 320 px minimum reflow test required by WCAG 1.4.10.
- **Color contrast verified:** Every text/background pair checked against the 4.5:1 minimum ratio (3:1 for large text) before anything ships.

- **Performance optimized:** Images compressed, minimal JavaScript, fast page load — because a slow site is a barrier too.
- **No proprietary platform:** Standard HTML, CSS, and vanilla JavaScript. No subscription framework, no lock-in.

**Why not an overlay widget?** Accessibility overlay plugins don't fix the underlying HTML. Courts, the DOJ, and the FTC have all made clear they don't create a compliance record — and the FTC fined an overlay vendor \$1 million in 2025 for false compliance claims. We fix the actual code and give you documentation you can show a municipal attorney or the DOJ.

Before the staging link goes to you, we run automated scans (axe-core, Google Lighthouse) and manual keyboard and screen-reader tests. A written conformance report (VPAT-style) is delivered at project close.

## STEP 5

## Review & Launch

Typical timing: Days 21 – 42 · Staging review then live

Before anything goes public, you review a private staging URL — a live, working version of the new site on a temporary address. Click through every page, test forms, and share it with colleagues for feedback.

### The review round

- We send the staging URL with a short walkthrough note explaining what to look for.
- You send us one consolidated list of changes (a shared Google Doc works well).
- We implement changes — typically within 2 – 3 business days for a standard revision round.
- You approve, and we schedule the go-live date.

#### Domain & DNS

You keep control of your domain. We'll ask for temporary access to your registrar (or your IT contact) to update DNS records. The change takes 15 minutes; propagation completes within 1 – 24 hours. Your old site stays live until we flip the switch — no downtime for constituents.

#### Hosting — Google Cloud / Firebase

We host every ModernWeb site on Google Cloud via Firebase Hosting: enterprise reliability, global CDN, automatic HTTPS. The cost of underlying infrastructure is **included in your monthly Care Plan** — no separate Google bill, no infrastructure surprises. This covers normal website traffic up to approximately 100 GB of data transfer per month, which is far more than a typical city, library, or small-business site uses; exceptionally high-traffic sites are rare and are simply quoted separately so your plan price stays predictable.

## STEP 6

# Handover & Ongoing Management

At launch + ongoing · Monthly Care Plan subscription

At go-live we hand over every credential — hosting account, deployment access, domain management information. Nothing is hidden. You receive a written handover document listing every account and how to access it.

## What every Care Plan includes

- **Managed hosting on Google Cloud / Firebase:** Hosting costs included — one flat monthly fee, no separate Google bill.
- **SSL certificate management:** Your HTTPS padlock never lapses; renewed automatically.
- **Security patches and software updates.**
- **Daily automated backups** retained for 30 days.
- **Monthly WCAG 2.1 AA accessibility scan** with a plain-English status report.
- **Included content-update hours** (varies by tier — see below).
- **Account management:** Add or remove staff logins, update passwords, troubleshoot access.

## Care Plan tiers

### Care — \$59/mo

3 hrs/mo content edits.  
Hosting, SSL, backups,  
monthly WCAG scan,  
account management.  
Suited to small  
governments, special  
districts, and small  
businesses.

*Nonprofits/small libraries:*  
~\$50/mo

### Care Plus — \$119/mo

6 hrs/mo content edits.  
Everything in Care, plus  
priority email support.  
Suited to mid-size  
governments and growing  
businesses.

*Nonprofits/small libraries:*  
~\$101/mo

### Care Complete — \$199/mo

10 hrs/mo content edits.  
Everything in Care Plus,  
plus documented  
conformance and SLA.  
Suited to governments  
50,000+ pop. and larger  
organizations.

*Nonprofits/small libraries:*  
~\$169/mo

Nonprofits and small libraries receive a **15% discount** on all tiers automatically. Additional work beyond included hours is quoted per feature at a flat price agreed before we start — **no hourly billing**.

## STEP 7 · OPTIONAL

# The Self-Edit Option — Content Management for Your Staff

Available as an add-on · Does not affect hosting or accessibility guarantees

Some clients want to update their own content — change a phone number, post a new agenda, swap a photo — without emailing us and waiting. We offer this as an optional add-on using **Decap**, a lightweight accessible CMS (formerly Netlify CMS).

**DEFAULT****Fully Managed — We Handle Everything**

Email us what you want changed; we make the update, test for accessibility, and confirm when it's live. Your included Care Plan hours cover routine updates.

**Best for:** most government agencies, libraries, and organizations where content changes are infrequent.

**OPTIONAL ADD-ON****Self-Edit via CMS — Your Staff Updates Directly**

Staff logs in to a simple web interface, edits text, swaps images, or uploads PDFs. Changes publish automatically. No coding required.

**Best for:** organizations that post frequent news, agendas, or event updates and want full autonomy between support requests.

Staff edits are protected by structured content fields (not a blank canvas) and the monthly WCAG scan catches any accessibility regression within the month. The CMS doesn't affect hosting, accessibility guarantees, or Care Plan pricing.

**STEP 8****Support, Response Times & What's Included vs. Add-Ons**

Ongoing · Clear, written commitments

| ITEM                                              | INCLUDED?                                       | RESPONSE TIME                     |
|---------------------------------------------------|-------------------------------------------------|-----------------------------------|
| Site down / critical error                        | <b>All plans</b>                                | Same business day                 |
| Content edits within monthly hour allowance       | <b>Within plan hours</b>                        | 2 – 3 business days               |
| Monthly accessibility scan + status report        | <b>All plans</b>                                | Delivered monthly, automatically  |
| SSL certificate renewal                           | <b>All plans</b>                                | Automatic                         |
| Security patches and software updates             | <b>All plans</b>                                | Within 5 business days of release |
| Staff login management (add / remove users)       | <b>All plans</b>                                | 2 business days                   |
| Content edits beyond monthly allowance            | <b>Flat price quoted &amp; approved upfront</b> | Agreed before work begins         |
| New pages, sections, or features                  | <b>Flat feature price agreed upfront</b>        | Quoted within 2 business days     |
| PDF remediation (making existing PDFs accessible) | <b>Add-on; quoted by volume</b>                 | Quoted by volume                  |
| Grant application language for web accessibility  | <b>Courtesy — just ask</b>                      | 3 – 5 business days               |



**One point of contact:** You email [albert@chichatechnology.com](mailto:albert@chichatechnology.com) and Albert responds. No ticket queue, no offshore team, no bot. Additional work beyond included hours is quoted per feature at a flat price — **no hourly billing**.

## What You Get & Why It Matters

### LEGAL COMPLIANCE

A written WCAG 2.1 AA conformance report you can file with your attorney, your council, or the DOJ. Real documentation, not a widget.

### ACTUAL ACCESSIBILITY

Tested with real screen readers (NVDA, VoiceOver) — not just automated tools. Blind, keyboard, and low-vision users can do everything sighted visitors can.

### MODERN, FAST DESIGN

Mobile-first, visually professional, Google PageSpeed 90+ as a standard outcome. Your constituents find what they need on their phone in under 30 seconds.

### NO LOCK-IN

You own your domain, code, and hosting credentials. Leave any time — no exit fee, no platform dependency.

### ONGOING PEACE OF MIND

Monthly automated scans catch accessibility issues before a complaint or lawsuit. You don't have to think about it — we do.

### A VENDOR WHO GETS IT

Albert Halfmann, founder of Chicha Technology, lost most of the vision in his right eye to NAION in 2024. Accessibility isn't a checkbox — it's personal. Veteran-owned, security-vetted.

## Next Steps

Ready to see what your current site looks like through an accessibility lens — or just want to ask a question before committing to anything?

### Book a free 20-minute call

Email us your site URL and your biggest concern. Within one business day we'll send a free audit report and schedule a no-pressure walkthrough call — written quote included, zero obligation to proceed.

[albert@chichatechnology.com](mailto:albert@chichatechnology.com)

**(360) 763-9329**

[modernweb.chichatechnology.com](https://modernweb.chichatechnology.com)

### Common questions before you call

- **Do I need to know anything technical?** No. Tell us what you want your site to do and say — we handle everything else.
- **What if we already have a vendor?** You can still get a free audit. Knowing your current compliance status costs nothing and helps you ask the right questions of your current vendor.
- **Can we keep our existing domain name?** Yes, always. You keep your domain; we just change where it points.
- **What if we already have a Google account?** You don't need one. We manage all GCP infrastructure under our account; hosting is part of your Care Plan fee.
- **Is ModernWeb a solo operation?** Albert is the lead engineer and primary contact, using AI-assisted tooling and vetted subcontractors for specific tasks. You always have a single accountable point of contact.

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