



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Request for Proposal

Website Accessibility Audit
and UX Design Review for
WordPress Site

Ce document est disponible en français



Health
Canada

Santé
Canada

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1. Introduction

The Mental Health Commission of Canada (the Commission) is seeking proposals from qualified Canadian vendors to conduct a comprehensive accessibility audit of our WordPress-based websites and a usability and user experience (UX) design assessment to ensure our digital platforms are inclusive, user-friendly, and compliant with Canadian accessibility standards.

2. Background

The Mental Health Commission of Canada (MHCC) is a charitable organization created to focus national attention on mental health issues and to work to improve the mental health and social outcomes of everyone in Canada. The Commission is recognized as a specialist in several areas both nationally and internationally. Building upon the work done to date, the core mandate of our unique position, and guided by the strategic plan, we will focus on the areas of substance use, suicide prevention, population-based initiatives, and engagement. This prioritization will enable us to be successful in meeting our mandate, staying focused, and having a measurable impact on those living with mental illness, their families and caregivers.

Our website is built on the WordPress platform and serves a diverse audience. Accessibility and intuitive design help us to efficiently reach them, reduce barriers, and deliver trusted mental health information effectively and inclusively.

3. Scope of Work

The selected vendor will be responsible for:

- Conducting a full accessibility audit of <https://mentalhealthcommission.ca/>.
- Evaluating compliance with:
 - WCAG 2.2
 - Accessible Canada Act (ACA)
 - Accessibility for Ontarians with Disabilities Act (AODA)
- Reviewing UX design elements including:
 - Navigation and site structure
 - Content readability and clarity
 - Fonts and layout
 - Mobile responsiveness and performance
 - User flow and task completion
 - Compatibility with assistive technologies
- Providing a detailed report with:
 - Identified issues and severity
 - Recommendations for remediation

- Prioritized action plan
- Optional: Review of upcoming WordPress themes or prototypes for accessibility and UX best practices.

4. Deliverables

- Accessibility audit report
- UX design evaluation summary
- Remediation recommendations
- Optional: Presentation to internal interest holders

5. Timelines

The project is expected to follow this timeline:

- **RFP Release Date:** November 6th, 2025
- **Question deadline:** Nov. 13th, 2025
- **Proposal Submission Deadline:** November 20th, 2025
- **Vendor Selection:** December 3rd, 2025
- **Project Kickoff:** December 8th, 2025
- **Audit Completion:** January 26th, 2026
- **Final Report Delivery:** February 13th, 2026

The timeline above is an estimate; vendors should propose a realistic timeline based on the scope and complexity of the audit.

6. Budget

The proposed budget for this project has a ceiling of \$40,000 CAD plus taxes. Vendors should provide a detailed breakdown of costs, including:

- Audit services
- UX evaluation
- Reporting and recommendations
- Optional services (e.g., interest holder presentation, prototype review)

Note: Cost-effectiveness and value for money will be key evaluation criteria.

7. Proposal Requirements

Interested vendors should include:

- Company profile and relevant experience
- Description of audit methodology (specific to WordPress)
- Sample deliverables or case studies
- Project timeline and milestones
- Pricing structure
- References from similar projects

8. Evaluation Criteria

Proposals will be evaluated based on:

- Experience and qualifications
- Comprehensiveness of methodology
- Understanding of accessibility and UX principles
- Value for money
- References and past performance

9. Submission Details

- Deadline: November 20th, 2025
- Submit proposals to: [Debra Yearwood](#), Director, Marketing and Communications
- Questions may be directed to: Debra or [Ian Peralta](#), Digital Marketing & Communications Specialist



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Mental Health Commission of Canada, 2025

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