PDF Remediation Vendor Checklist for School Districts

By Nilesh Gadekar, Founder | Last reviewed: November 2026

Ask each provider the same questions. Keep written answers with the proposal, sample results and acceptance record. This checklist supports purchasing review; it does not certify a vendor or determine a district's legal obligations.

1. Is every file tested by a person with a screen reader? Which ones?

Why it matters: A sample result does not establish the behavior of every returned file.

A good answer: Every delivered file is reviewed with named screen-reader software, recorded tasks, a file version and a review date.

Notes: _____

2. Do you validate with PAC and the Matterhorn Protocol?

Why it matters: Tool results and human failure conditions need an identifiable evaluation method.

A good answer: We identify the PAC and PDF/UA versions, report the checks performed, and explain how applicable Matterhorn conditions receive technical or human review.

Notes: _____

3. Do we get a per-file evidence report?

Why it matters: A district needs to connect acceptance with a specific deliverable.

A good answer: Each file has an identifier, reviewed version, date, methods, coverage, findings and remaining actions; publication verification is recorded separately.

Notes: _____

4. Do you triage what to fix, archive or remove?

Why it matters: Production scope should follow current use and approved district content decisions.

A good answer: We inventory and recommend priorities; your district approves archive or removal actions after reviewing exceptions and retention requirements.

Notes: _____

5. What happens if a file fails later?

Why it matters: Correction handling and a new content version are different responsibilities.

A good answer: The written agreement defines the correction period, reporting route, response process and treatment of later replacements or source changes.

Notes: _____

6. What are standard and rush turnaround times?

Why it matters: A price comparison is incomplete without a usable delivery calendar.

A good answer: We state business-day or elapsed-hour windows, required inputs, milestones, rush premiums and the owner for intake questions.

Notes: _____

7. Where is our data stored and who can access it?

Why it matters: Storage location and the location of people processing files are separate facts.

A good answer: The handling terms name systems and regions, assigned access, transfer arrangements, retention, deletion and any approved outside processing.

Notes: _____

8. Who does the work, and who holds the contract?

Why it matters: Purchasing needs an accountable legal entity and transparent delivery locations.

A good answer: The proposal identifies the contracting company, production location, assigned responsibilities and any subcontracting restrictions before intake.

Notes: _____

9. Is pricing published and fixed in writing?

Why it matters: A starting rate alone does not define the final purchased scope.

A good answer: Published rates identify the service tiers; the written quote confirms files, allowances, complexity, review coverage, delivery and changes.

Notes: _____

10. How do you handle tables, forms and scanned documents?

Why it matters: Different document tasks require different repairs and verification.

A good answer: We check table relationships, form labels and keyboard sequence, and OCR accuracy and structure, using representative difficult files in the sample.

Notes: _____

11. Do you rely on overlays or widgets?

Why it matters: A webpage control does not by itself repair a downloadable PDF's internal structure.

A good answer: We describe the actual PDF or alternative output we change and the file-level checks performed, rather than substituting an overlay claim.

Notes: _____

12. Do you promise legal compliance?

Why it matters: Technical evidence has a defined scope; legal outcomes are separate.

A good answer: We provide review evidence about identified deliverables and make no promise about legal outcomes or the absence of future complaints.

Notes: _____

HTML guide and primary sources: districtproof.io/compare/how-to-evaluate-pdf-remediation-vendor

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