

# SERVICE AND SOFTWARE ACCESSIBILITY STANDARDS

## Direct Purchase – PO (no contract)

Unless otherwise disclosed to Institution in writing, the Seller warrants and represents that the Products/Services, including any updates, provided to the Institution will meet the accessibility standards set forth in WCAG 2.0 AA (also known as ISO standard, ISO/IEC 40500:2012), EPub 3 and Section 508 of the Vocational Rehabilitation Act.

## Direct Purchase – Contract Required

Service and Software Accessibility Standards. The Contractor warrants and represents that the service and software, including any updates, provided to the Institution will meet the accessibility standards set forth in WCAG 2.0 AA (also known as ISO standard, ISO/IEC 40500:2012), EPub 3 and Section 508 of the Vocational Rehabilitation Act. **To the extent that the Products fail to meet the WCAG 2.0 AA, EPub 3 and Section 508 standards, the Contractor will provide Institution with a fully completed Accessibility Statement and Conformance and Remediation forms (Exhibits \_\_).**

## RFQ/RFP Language

All Informational Material and Technology (IMT) developed, purchased, upgraded or renewed by or for the use of the Institution will comply with all applicable TBR policies, Federal and State law and regulations including but not limited to the accessibility guidelines set forth in [Web Content Accessibility Guidelines 2.0 A & AA](#), [EPub3 Accessibility guidelines](#), [Section 508](#) and all other regulations promulgated under Section 504 of the Rehabilitation Act and Title II of The Americans with Disabilities Act as amended. Further:

- a. Compliance means that a person with a disability can acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability, in an equally effective and integrated manner, with substantially equivalent ease of use.
- b. The Successful Bidder/Proposer warrants that any IMT purchased by, developed, upgraded or renewed for TBR will comply with the aforementioned accessibility guidelines and the contractor/vendor will provide accessibility testing results, written documentation verifying accessibility including the most recent VPAT for the product/service identified in this document.
- c. The Successful Bidder/Proposer will promptly respond to and resolve accessibility issues/complaints, and to indemnify and hold the Institution harmless in the event of claims arising from inaccessibility of the Bidder/Proposer's product(s) or service(s).

To demonstrate the Proposer's product complies with the aforementioned accessibility guidelines, the Bidder/Proposer shall verify accessibility by completing the "Vendor Product Accessibility Statement and Documentation form" (Attachment **6.X**). If Bidder/Proposer is not compliant at this time with these standards, Bidder/Proposer shall describe by using the "Accessibility Conformance and Remediation Form" (Attachment **6.X**).

## Reference Links

[Web Content Accessibility Guidelines 2.0 A & AA](#), [EPub3 Accessibility guidelines](#), [Section 508](#)

## **Vendor Product Accessibility Statement and Documentation**

### ***Purpose of Accessibility Statement***

An Accessibility Statement is an important component in an organization's overall accessibility strategy. An effective Accessibility Statement includes several key components including:

- A clear statement of commitment to ensuring equal access for all users
- A summary of the overall level of conformance with accessible information and technology standards
- Information for users with disabilities regarding product/service accessibility features and gap
- A mechanism to allow users to provide accessibility feedback
- Links to resources (internal or external) that provide additional or related information

The *Key Components* section of this document describes each of these components in more detail and provides specific examples and recommendations that clarify the role and importance of each component.

### ***Key Components***

#### ***Commitment Statement***

- Clearly convey awareness of Information Material and Technology (IMT) accessibility.
- Emphasize commitment to ensuring the accessibility of the IMT product/service.
- Note ongoing efforts to monitor for and remediate accessibility issues as they are identified.

#### ***Compliance Status***

- Indicate the specific IMT accessibility standards that are targeted for compliance. For example, specify "Section 508", the "Web Content Accessibility Guidelines (WCAG) 2.0, level A & AA" and or EPub3 Accessibility Guidelines (note – response to all three standards is required).
- Note any other best practices or guidelines utilized during design and development (if applicable).
- List any third-party agencies with whom you have worked to evaluate accessibility support.
- Describe any formal testing process you use to determine accessibility support.
- Indicate if you conduct user testing with persons with disabilities to verify accessibility support.
- Provide an Access Development/Remediation Plan and timeline for resolving existing product accessibility gaps.

#### ***Product Usage Information for Users with Disabilities***

- Describe any product features that may improve accessibility for users with disabilities including:
  - Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
  - General product features that may especially benefit users with disabilities (e.g. an 'HTML 5' mode optimized for mobile platforms that also improves keyboard-only navigation).
- Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn't compatible with screen readers used by persons who are blind, appropriate interim workarounds might include:

- Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
- Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
- Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

### ***Feedback Mechanism***

- Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.
- Provide a specific mechanism for users to contact in order to:
  - Request accessibility-related assistance
  - Report accessibility problems
  - Request information in accessible alternate formats

### ***Required Documentation***

- Provide documentation on
  - accessibility testing results and
  - written documentation on how the IMT product/service meets applicable technical accessibility standards (Section 508, WCAG 2.0 A&AA guidelines, EPUB3) and
  - your most recent Voluntary Product Accessibility Templates (VPATs) and
  - Include the ROCC Accessibility Conformance and Remediation Form when standards conformance is not fully achieved
- Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).

### ***Implementation Recommendations***

#### ***Ensure that the Accessibility Statement is Easily Located on Company Website.***

- Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  - Descriptive (e.g. 'Accessibility' or 'Disability Access')
  - Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  - Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

#### ***Keep the Information in the Accessibility Statement, Documentation and VPAT Current.***

- Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
- Include a revision date for the Accessibility Statement so end users know whether the info is current.

## **Accessibility Conformance and Remediation Form**

### ***Instructions***

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
  - Gaps identified from the Accessibility Standards and Voluntary Product Accessibility Template (VPAT)
  - Gaps identified in other product support documentation
  - Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
  - Open: The issue has not yet been resolved
  - Closed: The issue has already been resolved
  - I/P: The issue is currently under investigation
  - Other
4. **Disposition:** Enter one of the following values:
  - Planned: The issue will be resolved
  - Deferred: The issue will not be resolved
  - I/P: The issue is currently under investigation
  - Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only):** Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation
7. **Comments (optional):** Provide details/description regarding the issue
8. **Additional Information (optional):** Provide any additional discussion regarding accessibility plans

Vendor/Product Information

Vendor Name	
Product Name	
Product Version	
Completion Date	
Contact Name/Title	
Contact Email/Phone	

Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Images on the landing page lack equivalent alternate text	Open	Planned	Q3, 2015 release (v1.2)		Functional images will receive descriptive alternate text; decorative images will receive null alternate text.

Additional Information: