

The logo features the acronym 'GAAD' in a bold, white, sans-serif font, centered within a large white circle. A white icon of a computer keyboard is positioned at the bottom right of the circle, appearing to be connected to it. The entire graphic is set against a dark blue background decorated with scattered confetti in white, red, and light blue, along with wavy blue lines.

GAAD

Welcome



# Procurement Accessibility

**Global Accessibility Awareness Day (GAAD) 2022**

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# Learning Goals

- Outline integration of accessibility into business infrastructure and its influence on different roles and responsibilities across teams/departments.
- Become familiar with VPATs and their applications.
- Develop an accessible procurement approach.
- Identify and use language in contracts that pertains to accessibility.



# Accessibility Across Organization Infrastructure



# Breakdown of Roles and Responsibilities

<b>Directors</b>	Build accessibility into financial decisions, team building and risk assessment
<b>Managers</b>	Encourage training around accessibility and ensure accessibility is continued throughout the lifecycle process
<b>Human Resources</b>	Include accessibility knowledge in job descriptions
<b>Procurement</b>	Ask 3 <sup>rd</sup> party vendors about the accessibility of their products
<b>Sales</b>	Learn to talk openly about accessibility of the company

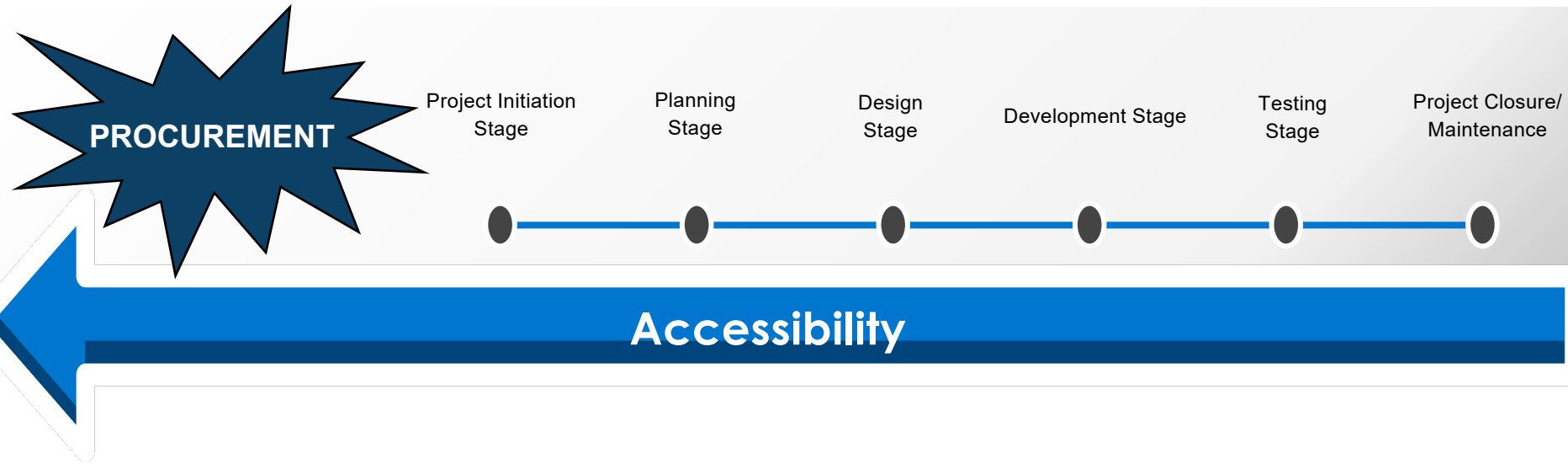


# Breakdown of Roles and Responsibilities

<b>Product Owners</b>	Build in User Stories for accessibility testing
<b>Designers</b>	Incorporate accessibility into wireframes
<b>Content Creators</b>	Incorporate accessibility into writing for the web (documents, web, emails, etc.)
<b>Developers</b>	Develop with accessibility in mind
<b>Quality Assurance</b>	Testing for accessibility



# Shifting Left





# Accessible Procurement Process



# Accessibility and Procurement

## Setting Procurement Priorities

- Committing to an accessibility mindset
- Gaining executive buy-in
- Setting standards/plan procurement strategy

## Preparing to Buy

- Research vendors
- Issue an RFI to access more information from vendors
- Request for Information (RFI) is a prelude to more official solicitations and are used to collect written information capabilities of various suppliers and can help inform future procurement decisions



# Request for Information

## Stages



# Accessibility and Procurement

## Issuing Solicitation

- Determine solicitation type
  - Request for Information (RFI)
  - Request for Proposal (RFP)
  - Request for Quote (RFQ)
- Define requirements
  - Legal resources
  - [Accessibility Requirements Tool \(ART\)](#)
- Write solicitation with language that includes accessibility

# Accessibility and Procurement

## Evaluating Proposals and VPATs

- Selecting a winning bidder
- Multiple ways to facilitate evaluation, most involve panel
- Accessibility is made a paramount requirement
- Review bidder VPATs and accessibility conformance
  - Be aware, VPATs will vary in detail and specificity
  - VPATs may be used to downplay lack of conformance



# Accessibility and Procurement

## Testing and Validation

- Conduct comprehensive testing to ensure product accessibility
- Modes of testing:
  - Automated testing
  - Manual testing
  - Scenario based testing
  - Compatibility with Assistive Technology
  - Screen readers
- Report results and remediate as necessary



# Accessibility and Procurement

## Managing Performance and Relationships

- Important to develop a collaborative relationship with IT vendors
- Accessibility as an ongoing process
- Best practices for managing vendor performance:
  - Regular accessibility audits
  - Work around recommendations
  - Ask about administrator settings
  - Help desk data and tips
  - Ask about updates and future improvements



# Voluntary Product Accessibility Templates

# What is a VPAT

- The Voluntary Product Accessibility Template (VPAT) is a document which evaluates how accessible a particular product is according to the Accessibility Guidelines.
- It is a self-disclosing document produced by the vendor which details each aspect of the accessibility requirements and how the product supports each criteria.



## When is a VPAT needed?

- Anytime there is a product.
  - Often a requirement of RFPs.
  - State, Local and Federal Governments and Education often ask for VPATs.
  - Corporate can ask 3<sup>rd</sup> party companies (chat systems, checkouts, etc.) could request VPATs.
- Websites and development of sites does not apply.

# Applicable Standards/ Guidelines

- [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
- [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1
- [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018.
- [EN 301 549](#) – Accessibility requirements suitable for public procurement of ICT products and services in Europe, V3.1.1 (2019-11).

## What guidelines are used when?

### Ask the client:

- What regions are they in and are they selling to? (Canada, U.S., Europe, etc.)
- What entities do they sell to? (Education, Government, Corporate, General Public, etc.)

For example, if a client sells to Canada and U.S. then they are best suited test to WCAG 2.1 but individual areas of Section 508 and WCAG 2.0 need to be called out within the VPAT.

# Conformance Level


You MUST include the applicable standard that applies.

- For example: EN 301 549, 9.4.1.2 (Web) or Revised Section 508, 501 (Web)(Software) or 602.3 (Supporting Docs)

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Not required</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Revised Section 508 501 (Web)(Software)</p> <p>Partially Supports</p>	<p><b>Features</b> All the web elements have a proper label associated with their role and screen reader is recognizing them correctly with updated values as well.</p> <p><b>Exception</b> -Interactive element read as plain text -Expanded/collapsed state for button not announced</p>



# What is a good VPAT?

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.2.3 (Web)</li><li>• 10.2.3 (non-web document)</li><li>• 11.2.1.3 (Software)</li><li>• 11.2.2.3 (Closed Software) – Does not apply</li><li>• 11.6.2 (Authoring Tool)</li></ul>	 <p>Supports</p>	<p>??</p> <p>??</p>

# Good VPAT Example

## ACME COMPANY Accessibility Conformance Report

### WCAG Edition

(Based on VPAT® Version 2.4)

**1 Name of Product/Version:** New Web Portal, v2.0

**2 Report Date:** March 30, 2022

**Product Description:** The New Web Portal is an interactive web interface for users to create profiles, participate in forum discussions, and respond to requests and feedback from other users. The most used features of the New Web Portal are the user's profile dashboard, interactive forum module, and sidebar chat widget.

**3 Contact Information:** lead.portal.engineer@acmecompany.org

**4 Notes:** The New Web Portal is web-based, and is compatible with all major operating systems and web browsers. Although the New Web Portal is also designed to be responsive and fully operable on all mobile devices and tablets, a separate mobile app is currently in development. Full accessibility compliance cannot be guaranteed on the mobile version of the New Web Portal until the mobile app is released later this year.

**5 Evaluation Methods Used:** Automated accessibility testing was completed using Deque Axe to identify and correct accessibility issues within the interface, supplemented with manual inspection of the code. Manual accessibility testing was completed using a combination of leading assistive technology such as screen readers (JAWS, NVDA) and keyboard-exclusive navigation, as well as testing involvement and feedback provided by end users with disabilities.

The following combinations of tools and software were tested to work effectively with the New Web Portal:

- **Desktop browsers:** Chrome, Firefox, Edge, Safari
- **Desktop screen readers:** JAWS, NVDA, VoiceOver
- **Mobile browsers:** Chrome (Android)
- **Mobile screen readers:** TalkBack (Android)
- **Other tools used for testing:** ZoomText (Windows), Colour Contrast Analyser (Windows)

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

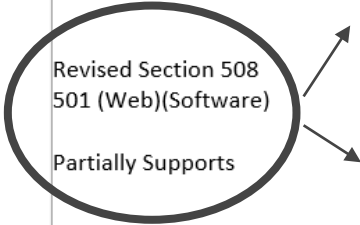
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Completed by: ABC A11y Company



# Remarks and Explanations are Important!

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.4.1.2 (Web)</li><li>• 10.4.1.2 (Non-web document)</li><li>• 11.4.1.2.1 (Open Functionality Software)</li><li>• 11.4.1.2.2 (Closed Software) – Not required</li><li>• 11.8.2 (Authoring Tool)</li><li>• 12.1.2 (Product Docs)</li><li>• 12.2.4 (Support Docs)</li></ul> <p>Revised Section 508</p> <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li><li>• 504.2 (Authoring Tool)</li></ul> <p>602.3 (Support Docs)</p>	<p>Revised Section 508 501 (Web)(Software)</p> <p>Partially Supports</p>	<p><b>Features</b> All the web elements have a proper label associated with their role and screen reader is recognizing them correctly with updated values as well.</p> <p><b>Exception</b> -Interactive element read as plain text -Expanded/collapsed state for button not announced</p>



# Importance of Chapter Sections

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required





# Contract Language and Accessibility

## Contract Language and Accessibility

- Important to review vendors for accessibility:
  - Minimum request VPAT to outline level of conformance to accessibility standards.
  - Perform reviews of vendors to provide clients with information to make purchase decisions.
- Including language in contracts to ensure that vendor provides an updated timeline of accessibility conformance.
  - Full audit and VPATs are ideal.



# Contract Language and Accessibility

## Sample Process

- Ask vendors to provide information about the accessibility of their products.
- Validate the information provided by bidders and evaluate the product for accessibility.
- Include accessibility assurances in contracts with vendors.



# Contract Language and Accessibility

## Request Information

- Important to ask questions in RFPs
- Sample Questions:
  - Are you as a vendor, able to agree or indicate willingness to agree to correct identified accessibility issues in an appropriate time frame if found?
  - Is the product designed to meet applicable standards? Please provide WCAG 2.0/2.1 VPAT showing the guidelines met in detail?
  - If the product does not meet WCAG 2.0/2.1 AA standard, do you have a product roadmap for accessibility going forward? If so provide the product accessibility roadmap/plan.



# Contract Language and Accessibility

## Request Information

- Sample Questions:
  - Do you test with users who have disabilities?
  - Does your company have a policy/statement addressing a commitment to accessibility? If so, provide policy/statement.
  - How will you ensure ongoing accessibility and WCAG compliance, tracking updates of products/services after they have launched and in the future?
  - If your product is not accessible, how will you provide an equally effective alternative access so that everyone can use your product until it is updated?



# Contract Language and Accessibility

## Validate Information and Product Accessibility

- Vendors should be able to provide information about the accessibility of their products/services.
- At minimum vendors should be willing to commit to addressing accessibility issues.
- Few IT companies are fully accessible.
- If VPAT shows a lot of Supports with Exception or Does not Support go back to the vendor and request a roadmap and timeline of when items will reach compliance.



# Contract Language and Accessibility

## Accessibility Assurances

- If the best product ultimately doesn't meet accessibility requirements, vendors should be asked to make a commitment to improving accessibility within a specified time frame.
- Contract should include agreement between procurer and vendor as to how satisfactory progress on accessibility will be measured.
- Even if the product is currently accessible, the contract should include language that assures continued accessibility as the product is updated.

# Questions and Answers