# Questions for use in procurement of accessible ICT products

## Version control

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| 0.1 | 23 June 2022 | First draft for ADCET feedback |
| 0.2 | 29 July 2022 | Updated with feedback |
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When preparing a Request for Proposal for ICT products, including accessibility as part of the evaluation and review process is essential. The following questions are intended to provide a starting point when planning the procurement of an ICT product.

## Questions

### Introductory and policy questions

* Name, title, and contact information for the most appropriate person dealing with accessibility.
* Provide any written statements your organization has about digital accessibility.
* Describe the extent to which your product is accessible to people with disabilities. Please include all common types of visual, hearing, motor, and cognitive disabilities.
* Provide a statement of how the solution complies with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, or AS EN 301 549, including any known areas of non-compliance.
* Describe your technical experience in developing information and communication technology products meeting the latest release of the Web Content Accessibility Guidelines 2 Level AA or the AS EN 301 549 standard for other Information and Communication Technology.

### Process and conformance

* Do you have a process for verifying accessibility conformance?
* Have you adopted a technical or legal accessibility standard of conformance for any, or all, of your products?
* When do you think about the accessibility of your product?
  + At the design stage, during the development stage, or later on after it has been developed or released?
* Do you use a third-party accessibility evaluation company to verify your accessibility compliance?
  + If so, are you willing to provide a copy of your most recent evaluation report?
* Has an ACR[[1]](#footnote-2) (or VPAT) been created or updated for the product and version under consideration within the past year?
  + Did you create the ACR yourselves or get an independent expert to create it?
  + Is the documentation publicly available? If so, can you provide the URL to the documentation?
* Do you have a process for reporting and tracking accessibility issues?

### Accessibility Testing

* When do you perform accessibility testing?
  + During the design and development phases or before the product is about to be released?
* What automated and manual testing do you perform to test and evaluate applications for accessibility for people with disability?
  + Please describe your testing process in detail.
* Which assistive technologies on the Windows OS, macOS and mobile platforms do you test with in order to evaluate access for people with disability?
  + Please describe and provide supporting evidence of your assistive technology testing process.
* Do you have accessibility experts in your design/development/testing team or do you hire outside accessibility consultants?
  + If external, what accessibility consulting company do you work with?
* Have you used end-users with disabilities to test your product?
  + How many and from which disability groups?
* Does your product undergo accessibility testing prior to each major release?
* Can you provide examples of where and how your team have delivered accessibility for another client?
* Can we approach them for references specifically with respect to the accessibility of your product?

### Functionality

* Are there any accessibility features in your product that you are particularly proud of and would like to highlight?
* Can the accessibility features of your product be individually enabled and/or disabled?
* Can any updates which have caused an accessibility problem be rolled back – for everyone, or preferably for individual users should that be necessary?
* Can all functions of the application or service be performed using only the keyboard (i.e., no mouse)?
* Describe any modifications, peripherals, etc., that can be used to make inaccessible features of your product functionally accessible.
* Does your product rely on activating a special "accessibility mode," a "lite version," or accessing an alternate interface for accessibility purposes?
* Describe how any exported documents are accessible at a level equivalent to WCAG 2.1 Level AA and can be accessed using assistive technology.

### Product Support

* Do you have specific documentation to support the accessibility features of your product?
* Do you provide any support or guides in how to use your product effectively with other assistive technologies?
* Do you provide a support channel for users with disability to contact you if they experience issues with your product?
* What’s your roadmap to improve the product's accessibility and how are you going to keep the product accessible going forwards?
* On average, how quickly do you respond to critical accessibility issues found on your software?
* If you can’t deliver accessibility in a release, what will you do to mitigate this?
  + How will you be transparent and give us notice of issues?

## Additional Resources

* [Purchasing and Licensing Accessible Video Conferencing Platforms that Work for Everyone](https://disabilityin.org/resource/purchasing-and-licensing-accessible-video-conferencing-platforms-that-work-for-everyone/) (Disability:IN, 2021)

1. <https://www.itic.org/policy/accessibility/vpat> [↑](#footnote-ref-2)