



Checklist for Procurement Staff

1. **Define Accessibility Requirements.** This allows the state to obtain credible evidence of the vendor's capability to produce accessible products and services.

- Ensure technical specifications (e.g., US 508, WCAG 2.1 Level AA) are well-defined for the vendor.
- Inform vendors that additional accessibility documents may be requested and that accessibility test results are required prior to final deliverable acceptance.
- Require credible evidence documentation of the vendor's ability to produce accessible deliverables. This can include the VPAT/ACR or Vendor Accessibility Assessment.
- Include required documents/forms:
 - Vendor Information
 - Voluntary Product Accessibility Template® (VPAT®) and Accessibility Conformance Reports (ACRs)
 - Download the VPAT/ACR template: <https://www.itic.org/policy/accessibility/vpat>
 - How to create an ACR: <https://www.section508.gov/sell/how-to-create-acr-with-vpat/>
 - Vendor Accessibility Assessment: <https://purchasing.idaho.gov/vendor-resources/>
- Determine risk hierarchy: Mission-critical, number of users, high/low revenue or costs.

2. **Solicitation Process - RFP**

- Engage an Accessibility Subject Matter Expert (SME) throughout the procurement process whenever possible.
- Review solicitation language and documents required for submissions.

- Present accessibility requirements at pre-bid conferences and include in solicitation documentation.
- Review scoring metrics for submission evaluation.

3. Evaluate Vendor Submissions

- Evaluate accessibility-related submission documents for credibility and accuracy.
 - Utilize ADA Evaluation Rubric & Guide as a guide: <https://doplms.tovuti.io/>
- Follow up with vendors on submission responses and request additional information as needed. Examples include:
 - Describe or provide documentation regarding your organization’s key business processes that include the integration of ICT accessibility activities. Examples are product development, procurement, HR, etc.
 - Describe the skills and training resources that your organization uses (internal or third party) to develop and produce accessible ICT offerings.
 - Describe the development and test tools used within your organization to produce accessible ICT offerings. Provide examples of typical project test cases for accessibility and examples of how test results are documented.
 - Describe your organization’s corrective actions process(es) or system(s) for documenting, tracking, and resolving accessibility issues/defects.
 - Describe alternate methods for ICT products that are not compliant with accessibility technical standards. Example: 24-hour/7-day/week toll-free phone support number.
 - Provide links to example websites or other examples of ICT work that your organization has produced that meet accessibility technical standards such as US Section 508, or WCAG 2.1 Level AA.
- Make recommendations based on findings.

4. Contract Language and Deliverables

This list can be used to build the requirements to include in solicitation requests:

- RFP, ITB, Informal Bids: Include solid and specific accessibility contract language and direction, including technical standards, specifications, and deliverables requirements in the contract.

- PADDs and cooperative contracts: Check the master agreement, then include any accessibility requirements in the statement of work not included.
- If this is a contract renewal, accessibility requirement language must be added to the renewal agreement.
- Define formal accessibility checkpoints throughout the development cycle (planning, design, development, test, etc.).
- Define development phase checkpoints.
- Review and approve accessibility plans, tools, and platforms used for testing.
- Specify how and when accessibility test results documentation will be provided.
- Define the corrective actions process for the procurement life cycle.
- Include specific language related to accessibility in remedies and warranties.
- Establish final acceptance criteria.

5. **Validate Vendor Offerings**

- Require vendors to provide credible evidence of accessibility. Examples include:
 - Ask about tools/methods used to test and complete the ACR.
 - Inquire about client platforms used as test environments.
 - Request a copy of the accessibility test plan and results.
 - Ask about corrective actions in place to resolve issues.
- Engage accessibility professionals to assess vendor documentation if necessary.
- Consider conducting an accessibility risk assessment if the vendor cannot provide supplemental information.

6. **Final Deliverable**

- Prior to final delivery or go-live, request that the vendor provide written documentation stating that accessibility development and testing were performed in accordance with generally accepted accessibility practices.
- Ensure that test results and other documentation supplied are accurate.
- Confirm that the deliverable complies with the specified accessibility standards or cites exceptions with a corrective action plan.

This detailed checklist should help the Division of Purchasing staff and agency procurement staff ensure that IT products and services meet accessibility standards and requirements.

Best Practices

1. Assess risk based on impact, not just a checklist. This is not a pass/fail exercise. The more users it impacts, the higher the compliance risk.
2. Include the contract language in every contract or scope of work. Include clearly defined timelines and benchmarks, along with detailed plans for improving accessibility.
3. Require a VPAT/ACR or Vendor Accessibility Assessment.
4. Add third-party testing to validate functionality, if appropriate.
5. Use a risk matrix when appropriate.
6. Ensure all staff follow the same procedures.