



Overview

The State of Idaho requires vendors of Information and Communication Technology (ICT) products and services to provide documentation about the accessibility of their products and work with the state to mitigate any accessibility issues or concerns identified.

Below is an overview of the documentation you may be required to provide, as well as some of the accessibility reviews your products may undergo.

- Accessibility Conformance Report (ACR)
- Vendor Accessibility Assessment Form
- Accessibility Demo
- Accessibility Review
 - ACR Review
 - Accessibility Conformance Test
- Accessibility Roadmap

Accessibility Conformance Report (ACR)

When conducting business with the State of Idaho, ICT vendors must provide an Accessibility Conformance Report (ACR) of their product.

The ACR is a report prepared by the Information Technology Industry Council (ITI) as part of the Voluntary Product Accessibility Template (VPAT®) that documents the accessibility features of an ICT product or service.

In this report, vendors must indicate whether their products comply with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act (as applicable), and the Web Content Accessibility Guidelines (WCAG) version 2.1, Level AA.

A full description of the template for an ACR can be found at [ITI's VPAT® page](https://www.itic.org/policy/accessibility/vpat) at <https://www.itic.org/policy/accessibility/vpat>.

Vendors must complete the latest version of the template. The ACR is required for ICT products that the State of Idaho will use. Failure to provide an ACR when requested can prevent future purchases or product renewals. If completing an ACR is not possible, a vendor may substitute with a Vendor Accessibility Assessment.

To obtain the latest VPAT template, go to [ITI's VPAT® page](https://www.itic.org/policy/accessibility/vpat).

Vendor Accessibility Assessment

The Vendor Accessibility Assessment is designed to initiate the conversation of accessibility between the vendor and the review team. This assessment will ask vendors to provide information about their accessibility practices and methods used to validate conformance. The assessment will also ask vendors to provide any additional information related to accessibility, including websites and accessibility testing reports.

A link to the latest form:

Vendor Accessibility Assessment: <https://its.idaho.gov/digital-accessibility-resources/#ada-vendors>

Accessibility Demo

Vendors may be asked to provide an accessibility demonstration of their product. This is an opportunity for companies to showcase their accessibility practices. During the demo, the evaluators may ask targeted accessibility questions or request a live demo of accessibility conformance in specific areas.

Potential questions:

1. Describe how you integrated accessibility into your development process.
2. Demonstrate accessibility conformance in the following areas:
 - Keyboard navigation
 - Text resize
 - Color contrast
 - Skip navigation

Accessibility Review

Products used by a large number of State of Idaho employees or the general public may undergo an accessibility review. The review is intended to identify key areas where accessibility gaps may exist, preventing users with disabilities from accessing information or causing difficulties in their overall experience.

ACR Review

An ACR review is the most common review conducted for ICT products. During the ACR review, the evaluators will assess the company's stated conformance level and the remarks and explanations supporting it. The State of Idaho may require a company to update its ACR before any future purchase or renewals of its products can be completed.

Accessibility Conformance Test

The State of Idaho may request an accessibility conformance test. To conduct this review, the evaluators will request a test instance or demo page from the purchasing agency, department, or vendor to evaluate the product against accessibility standards.

In addition, the State of Idaho may conduct a review using assistive technology.

The State of Idaho may develop a report outlining all critical accessibility gaps identified. The report may also include recommendations to improve the product's accessibility.

Accessibility Roadmap

After completing an ACR review or an accessibility conformance test, the State of Idaho may ask vendors to provide an accessibility roadmap outlining their expected timeframe to correct any accessibility deviations encountered in their product.

For accessibility issues that cannot be fixed, companies should provide information for known workarounds for their products or suggestions to alternatives that will get users to the same endpoint.

Resources

The State of Idaho has prepared resources to assist vendors adopting current digital accessibility standards in procurement processes:

- Division of Purchasing website (<https://purchasing.idaho.gov/vendor-resources/>)
- ITS Website (<https://its.idaho.gov/digital-accessibility-resources/#ada-vendors>)

For questions about the **contract**, please contact the agency contract manager.

For questions about **digital accessibility**, contact Information Technology Services at DigitalADA@its.idaho.gov.