Digital Accessibility Requirements – Questions for Vendors

Overview

This document provides questions that business areas can use to assist in assessing the accessibility of vendor products. The questions are divided into two subsections. The first is intended to assess product accessibility, and the second will assess the accessible development practices of the vendor. Questions are weighted based upon their impact on the accessibility of the product in question for people with disabilities (100 points total). A vendor's response to these requirements will indicate the level of knowledge that the vendor possesses regarding digital accessibility and can indicate how easily accessibility defects in a product may be addressed.

It has been found that asking a vendor to provide a description for all success criteria of Web Content Accessibility Guidelines (WCAG) 2.1 typically does not yield any usable results. Further, using language directly from the WCAG 2.1 guidelines has resulted in confusion on the part of those who are not accessibility specialists. As such, a vendor's answers to the questions below can provide a good indicator of product accessibility. However, a formal accessibility evaluation by a digital accessibility professional is recommended to verify vendor claims, and to determine actual conformance with WCAG 2.1 Level A and Level AA Success Criteria.

Product Accessibility (75 Points)

Links to the WCAG documentation are included for each question if you require more information about a given guideline.

Points	Item Description	Questions for Vendor
5	**Text Alternatives**: Users who are blind require text alternatives for non-text content, such as images, that serve an equivalent purpose. (Guideline 1.1 Text Alternatives)	How does your product provide text alternatives?
5	**Captions, Transcripts and Audio Descriptions**: Users who are deaf or hard of hearing require captions and transcripts for audio-visual media. Users who are blind require audio descriptions for video. (Guideline 1.2 Time-based Media)	If your product contains audio or video media, how does your product make captions, transcripts, and audio descriptions available to the user? (If not applicable, indicate why, e.g., the product does not contain audio or video media.)
5	**Adaptable**: Users with varying abilities require information to be presented in ways that can be adapted for their modality of interaction. For example: ▪ Users who are blind require the information, structure, and relationships in an application page to be presented in ways that do not require vision to perceive (i.e., programmatically) and is logical without the ability to see the screen. ▪ Sighted users with low-mobility (i.e., keyboard-only interaction) require keyboard navigation that makes sense for the application. ▪ Users with mobility disabilities may have their devices mounted in a fixed orientation requiring content to not restrict its view and operation to a	Describe how your product conveys information structure and relationships to users in adaptable ways.

Points	Item Description	Questions for Vendor
	single display orientation, such as portrait or landscape. (Guideline 1.3 Adaptable)	

5	**Distinguishable**: Users with varying visual abilities require content that is easily perceivable and distinguishable. For example:
	▪ Some users will be unable to perceive information that is presented only through a change in color, such as an error state, or if color contrast is too low.
	▪ Others will have difficulty reading page content if there is multimedia content that plays automatically.
	▪ Users requiring screen magnification:
	  ○ May be unable to see text or images of text that cannot be resized up to 200%.
	  ○ May have difficulty viewing information or functionality when content requires scrolling in two dimensions.
	(Guideline 1.4 Distinguishable)
		Describe how your product presents content in ways that are easily perceivable and distinguishable.

10	**Keyboard Support**: Some users who are blind and some users with low mobility can only use the keyboard to interact with a computer. As such, all functionality must be available using the keyboard. (Guideline 2.1 Keyboard Accessible)	Describe how your product provides keyboard support for its features.
5	**Enough Time**: Some users require more time to read content and perform actions than do others. For example, it can take a user who is blind up to three times longer to complete a task than some sighted users. Others require the ability to pause or stop scrolling or auto-updating information. (Guideline 2.2 Enough Time)	Describe how your product provides enough time for users to interact with screen content.
5	**Seizures**: Interface components that flash more than three times per second can induce seizures in some individuals. (Guideline 2.3 Seizures and Physical Reactions)	Does your product present users with elements that may induce seizures?
10	**Navigable**: Users with disabilities can have difficulty locating information in an application screen or webpage. They may also have difficulty navigating an interface and determining where they are and what they are interacting with. Features such as visual focus indicators and good heading structure are essential for these users. (Guideline 2.4 Navigable)	How does your product provide ways that help users navigate, find content, and determine where they are?
5	**Input Modalities**: Allows users to operate functionality through inputs beyond a keyboard (ex. mouse pointer, finger interacting with touch screen, stylus, etc.) (Guideline 2.5 Input Modalities)	If applicable, how does your product support inputs beyond a keyboard? For example, functionality that includes single point touch or voice recognition, etc.?
5	**Readable** (Web-based applications only): In order to read text properly on the web, screen reader software needs the language of a webpage, or part of a webpage for multi-language applications, to be programmatically determined. (Guideline 3.1 Readable) (If this is not a web-based software package, indicate that these questions are not applicable)	How does your product declare the language of the page? How does your product indicate the language of text within the page?

Points	Item Description	Questions for Vendor
5	**Predictable**: It is important that applications appear and operate in predictable and consistent ways, especially for users with cognitive disabilities or those who are blind. (Guideline 3.2 Predictable)	How does your application ensure predictable and consistent behavior and operation?
5	**Input Assistance**: All users require assistance to avoid, identify and correct mistakes. This is especially true for those with disabilities, where a mistake might be more likely to go unnoticed or require undue amounts of time and effort to correct. (Guideline 3.3 Input Assistance)	How does your product assist users to avoid, identify and correct mistakes?
5	**Robustness and Compatibility**: It is important that users of assistive technologies not be forced to use a particular assistive technology in order to access electronic information. This requires following programming standards and ensuring that the name, role and value of each interface element be programmatically determined. It also requires that status messages can be programmatically determined. (Guideline 4.1 Compatible)	How does your product ensure robustness and compatibility with a wide variety of user agents (e.g., web browsers) and assistive technologies?

Accessible Development Practices (25 Points)

Points	Item	Questions for Vendor
10	WCAG 2.1 Level AA Conformance	Is your digital content and/or services conformant with Web Content Accessibility Guidelines (WCAG) 2.1 Level A and AA Success Criteria? If not, what is your plan towards and estimated date for conformance?
10	Accessibility Testing Methodology	What is your test methodology (including test cases, tools utilized, assistive technology used, etc.) to ensure WCAG 2.1 conformance? Please provide the results of your most recent accessibility audit (VPAT, test logs and remediation efforts, etc.).
5	Dedicated Accessibility Specialists / Consultants	Do you have dedicated accessibility specialists or consultants on the digital content and/or service engineering team? If so, describe how they are included in digital content and service development.