

Procurement Requirements

- 1. Describe how the supplier will ensure the proposed solution (customer and staff facing) shall meet and maintain compliance with the latest published version of [WCAG \(Web Content Accessibility Guidelines\) \(currently 2.2\) A and AA success criteria, in line with regulation requirements and international best practice.](#)** Supplier to provide test reports to evidence how they meet / don't meet WCAG compliance including listing test tooling used, their audit process or the audit process of the subcontractor they may involve for external testing. For example, a detailed WCAG audit report, Voluntary Product Accessibility Template (VPAT), evidence of assistive technology testing or user testing with disabled user groups. Supplier to also provide their development roadmap for accessibility if their product partially complies, and how they plan to test and maintain compliance in future.
- 2. Describe levels of customisations available to the customer in terms of themes, Graphical user interface (GUI), and functionality.** Supplier should explain what impacts customisations may have on accessibility compliance and how the supplier supports customers to check for and mitigating accessibility risks being introduced during the implementation process. For example, does the supplier maintain guidance on how to implement GUI or theme changes to maintain colour or magnification requirements, or components list and their known accessibility issues so that customers can choose only accessible components before implementation.
- 3. Describe how the solution supports accessible web content creation and upload compliance with [WCAG](#) where relevant.** For example, what restrictions, options, or guidance the solution includes to help content creators upload or write accessible web content, such as internal checks for appropriate heading structure or the presence of alternative text on uploaded images.
- 4. Describe how the solution supports disabled staff in using authoring tools to create content in compliance with the [ATAG \(Authoring Tools Accessibility Guidelines 2.0\)](#).** For example, how do internal screens function with keyboard controls and assistive technologies like screen readers or dictation software to ensure staff can navigate and interact with internal functions.
- 5. The supplier will indicate if in the delivery of the solution they are using or plan to use any products provided by companies listed in the [Overlay Fact Sheet](#), or any other products that fit the description below.** Overlay and Underlay products/plugins/add-ons which offer to remediate accessibility issues represent a false approach to accessibility compliance and can present legal and reputational risks to both the supplier and customer. It is important to be clear on where and what the supplier is using overlay products for because [overlay products cannot be used for regulation compliance](#).

6. **Supplier to provide a copy of the [accessibility statement](#) for their product** covering core technical sections as required by the Public Sector Bodies Accessibility Regulations (2018). Or the supplier agrees to work with the customer to produce an accessibility statement for the proposed solution which meets customer legislative obligation as a public sector body under PSBAR (2018) and is acceptable to the customer. The prerequisite (REQ1) being that the supplier has sufficient evidence of WCAG compliance testing from which to draw details required for the accessibility statement.

7. **The supplier provides / works with the customer to provide guidance for assistive technology users.** Guidance material required in all cases; additional guidance required to navigate areas of non-compliance with WCAG if present.

8. **Describe how the supplier will ensure that any related non-web content generated by the system shall meet accessibility compliance.** This should cover any non-web content generated by the system, or related to the promotion, use, or management of the system, including all communications, emails, generated document formats, PDFs, confirmation user action, receipt of acknowledgment, additional correspondence, requests for further information, and use of third-party plugins. Compliance will be assessed against the [EN 301 549](#) content relevant [WCAG](#) success criteria in line with regulation requirements and international best practice.