Revised Section 508 Standards Contract Language Template

Instructions: When purchasing IT products or services, insert the following language into your procurement documentation (e.g., Statement of Work). **NOTE:** You must obtain authorization for any claimed 508 exceptions before you issue your solicitation.

IT Accessibility Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use information and communication technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public who have disabilities must have access to, and use of, information and data that is comparable to people without disabilities.

1. Products, platforms and services delivered as part of this work statement that are ICT, or contain ICT, must conform to the Revised 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines

Item that contains ICT: [Insert product name]

Applicable Functional Performance Criteria: All functional performance criteria apply when using an alternative design or technology that achieves substantially equivalent or greater accessibility and usability by individuals with disabilities, than would be provided by conformance to one or more of the requirements in Chapters 4-6 of the Revised 508 Standards, or when Chapters 4-6 do not address one or more functions of ICT.

Applicable requirements for software features and components: All WCAG Level AA Success Criteria, 502 Interoperability with Assistive Technology, 503 Application

Applicable requirements for hardware features and components: All requirements apply

Applicable support services and documentation: All requirements apply

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Instructions: The following instructions will help vendors properly document how their proposed solution addresses the Section 508 requirements outlined in the previous section. Vendors should include this documentation with their proposal. When explaining how potential offerors should respond to the solicitation, include these instructions. **Caution**: These instructions are not 508 requirements, evaluation factors, or acceptance criteria.

Instructions to Offerors

1. Provide an Accessibility Conformance Report (ACR) for each commercially available Information and Communication Technology (ICT) item offered through this contract. Create the ACR using the Voluntary Product Accessibility Template Version 2.1 or later, located at https://www.itic.org/policy/accessibility/vpat. Complete each ACR in accordance with the instructions provided in the VPAT template. Each ACR must address the applicable Section 508 requirements referenced in the Work Statement. Each ACR shall state exactly how the ICT meets the applicable standards in the remarks/explanations column, or through additional narrative. All "Not Applicable" (N/A) responses must be explained in the remarks/explanations column or through additional narrative. Address each standard individually and with specificity, and clarify whether conformance is achieved throughout the entire ICT Item (for example - user functionality, administrator functionality, and reporting), or only in limited areas of the ICT Item. Provide a description of the evaluation methods used to support Section 508 conformance claims. The agency reserves the right, prior to making an award decision, to perform testing on some or all of the Offeror's proposed ICT items to validate Section 508 conformance claims made in the ACR.

2. Describe your approach to incorporating universal design principles to ensure ICT products or services are designed to support disabled users.

3. Describe plans for features that do not fully conform to the Section 508 Standards.

4. Describe "typical" user scenarios and tasks, including individuals with disabilities, to ensure fair and accurate accessibility testing of the ICT product or service being offered.

Instructions: Insert the following language into the Acceptance Criteria section of the solicitation.

Acceptance Criteria

1. Prior to acceptance, the government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

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Cloud Computing

ICT Accessibility Requirements Statement per the Revised Section 508 of the Rehabilitation Act

Electronic Content

Technical Criteria:

[E205.1 General](#) -

Electronic content shall comply with E205.

[E205.2 Public Facing](#) -

Electronic content that is public facing shall conform to the accessibility requirements specified in E205.4.

[602 Support Documentation](#)

[603 Support Services](#)

[302 Functional Performance Criteria](#)

Software

Exceptions:

[E207.1 General](#) -

Software that is assistive technology and that supports the accessibility services of the platform shall not be required to conform to the requirements in Chapter 5.

E207.2 WCAG Conformance -

- Software that is assistive technology and that supports the accessibility services of the platform shall not be required to conform to E207.2.
- Non-web software shall not be required to conform to the following four Success Criteria in WCAG 2.0: 2.4.1 Bypass Blocks; 2.4.5 Multiple Ways; 3.2.3 Consistent Navigation; and 3.2.4 Consistent Identification.
- Non-Web software shall not be required to conform to Conformance Requirement 3 Complete Processes in WCAG 2.0.

Functional Performance Criteria:

301.1 Scope - The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

302.1 Without Vision - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.

302.2 With Limited Vision - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.

302.3 Without Perception of Color - Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.

302.4 Without Hearing - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.

302.5 With Limited Hearing - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.

302.6 Without Speech - Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.

302.7 With Limited Manipulation - Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.

302.8 With Limited Reach and Strength - Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.

302.9 With Limited Language, Cognitive, and Learning Abilities - ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

Instructions

The Accessibility Requirements Report should be incorporated into the solicitation requirements document (SOO, SOW, PWS, etc.). Please go to the Revised 508 Standards Toolkit (https://section508.gov/manage/program-roadmap) for further information on the procurement process.

Government-wide Initiatives

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Plain Language

US Web Design System

CIO Council Accessibility Community of Practice (ACOP)

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SRT

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Analytics.usa.gov

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Web Based Training

ICT Accessibility Requirements Statement per the Revised Section 508 of the Rehabilitation Act

Electronic Content

Technical Criteria:

[E205.1 General](#) -
Electronic content shall comply with E205.

[E205.3 Agency Official Communication](#) -
Electronic content that is not public facing shall conform to the accessibility requirements specified in E205.4 when such content constitutes official business and is communicated by an agency through one or more of the following:

    A. An emergency notification;
    B. An initial or final decision adjudicating an administrative claim or proceeding;
    C. An internal or external program or policy announcement;
    D. A notice of benefits, program eligibility, employment opportunity, or personnel action;
    E. A formal acknowledgement of receipt;
    F. A survey questionnaire;
    G. A template or form;
    H. Educational or training materials;
    I. Intranet content designed as a Web page.

[E205.4 Accessibility Standard (WCAG 2.0)](#) -
Electronic content that is not public facing shall conform to the accessibility requirements specified in E205.4 when such content constitutes official business and is communicated by an agency through one or more of the following:

A. An emergency notification;
B. An initial or final decision adjudicating an administrative claim or proceeding;
C. An internal or external program or policy announcement;
D. A notice of benefits, program eligibility, employment opportunity, or personnel action;
E. A formal acknowledgement of receipt;
F. A survey questionnaire;
G. A template or form;
H. Educational or training materials;
I. Intranet content designed as a Web page.

[E205.4.1 Word Substitution when Applying WCAG to non-Web Documents](#) -
For non-Web documents, wherever the term "Web page" or "page" appears in WCAG 2.0 Level A and AA Success Criteria and Conformance Requirements, the term "document" shall be substituted for the terms "Web page" and "page". In addition, in Success Criterion in 1.4.2, the phrase "in a document" shall be substituted for the phrase "on a Web page"..

The following standards are applicable:

- All WCAG A & AA Success Criteria apply.
- 602 Support Documentation
- 603 Support Services
- 302 Functional Performance Criteria

The following standards are applicable:

- All WCAG A & AA Success Criteria - except
  - 2.4.1 Bypass Blocks
  - 2.4.5 Multiple Ways
  - 3.2.3 Consistent Navigation
  - 3.2.4 Consistent Identification
- 602 Support Documentation
- 603 Support Services
- 302 Functional Performance Criteria

[602 Support Documentation](#)

[603 Support Services](#)

[302 Functional Performance Criteria](#)

ICT Support and Services

Technical Criteria:

[E208.1 General](#) -
Where an agency provides support documentation or services for ICT, such documentation and services shall conform to the requirements in Chapter 6.

[E601.1 Scope](#) -
The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

[E602.1 General](#) -
Documentation that supports the use of ICT shall conform to 602.

[E602.2 Accessibility and Compatibility Features](#) -
Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.

[E602.3 Electronic Support Documentation](#) -
Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

[E602.4 Alternate Formats for Non-Electronic Support Documentation](#) -
Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.

[E602.3 Electronic Support Documentation](#) -
Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

[E602.4 Alternate Formats for Non-Electronic Support Documentation](#) -
Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.

Functional Performance Criteria:

[301.1 Scope](#) -
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