

Accessibility Standards and Public Procurement – developing a market for accessible products and services in Europe.

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<http://mandate376.standards.eu>

Accessible ICT Procurement Toolkit


cen GENELEC ETSI


Managing accessibility in the public procurement of ICT

Follow the [stages of procurement](#):




Writing a Call for Tenders







Evaluating Tenders






Evaluating Deliverables





Managing Contracts



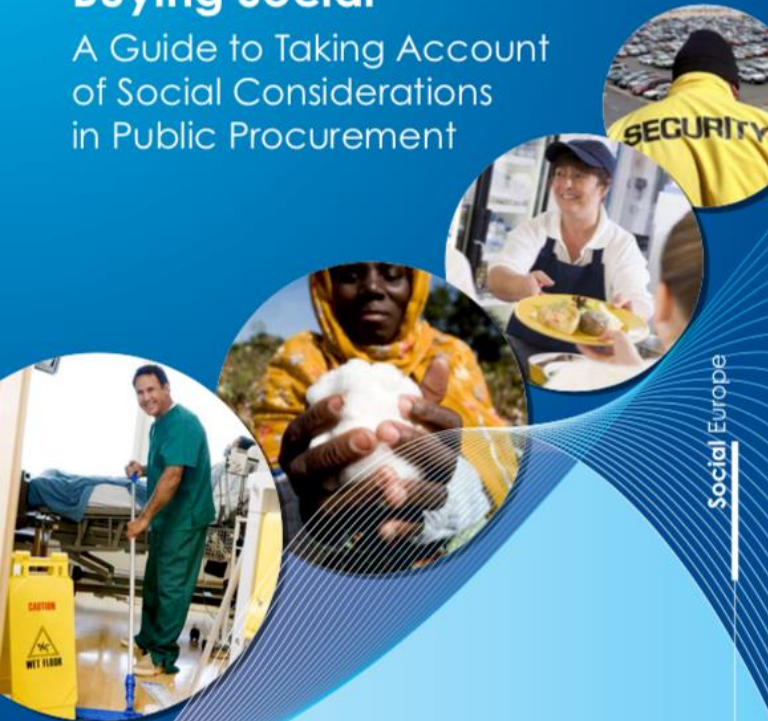
Use the [Accessibility Requirements Generator](#) to define accessibility requirements for:

- Examples of commonly procured Information and Communication Technologies (ICTs):


Next
- [Other ICT products or services.](#)

Buying Social

A Guide to Taking Account of Social Considerations in Public Procurement



Social Europe



Including accessibility requirements in key stages of public procurement

2014 **Public Procurement Directives** mandate accessibility for procurements of good and service to be used by the public or staff

Many commercial off the shelf products, **COTS**, already **contain accessibility features** - Section 508 of the Rehabilitation Act 1973

Accessibility requirements, as defined in standards such as EN 301 549 are:

- Mature;
- industry approved;
- achievable,
- for the most part inexpensive. and
- in many cases cost saving



Public procurement is big business – and business listens to requirements set in government tenders

The World Trade Organization estimates that on average public procurement accounts for 10-15% of a country's Gross Domestic Product (GDP)



In the European Union the figure is as high as 16-17% of GDP.



Can be part of a national monitoring framework for State parties to the UN CRPD

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Writing a Call for Tender

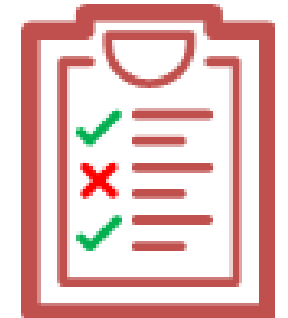
Selection Criteria – deciding who can bid for the work

- Previous experience of contractor
- Have they previously failed to deliver a required level of accessibility
- Have they the capacity to incorporate accessibility into the product / service



Technical specifications – mandatory requirements

- Specify accessibility requirements carefully – proportional and related to the subject matter of the procurement
- Only use recognised - and internationally adopted - standards



Using EN 301 549 for Technical Specifications – clearly asking for accessibility

Two parts:

Functional Performance Statements

- High level statements that describe how the ICT should perform e.g. usage with vision
- Better suited when the RFT provides a set of business needs
- Places onus on contractor to specify which accessibility requirements are related to their solution



Detailed Technical Accessibility Requirements

- Very detailed technical requirements for a wide range of technology functions and types
- Are testable
- Can be used as packaged sets for COTS



Asking for evidence of conformity – making sure you get what you asked for

Use normal procedures and modes of assurance or certification e.g.

- Tick box
- Self-declaration of Conformity
- Third party certification

Note: Only ask for the level of assurance you need, and no more. Asking for a higher level of certification may be costly to the vendor and may not achieve the intended goal



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Award criteria – encouraging suppliers to compete on accessibility

Examples of using accessibility as an award criteria in the EC's publication "Buying Social"

Going beyond minimum requirements:

- range of people gaining benefit,
- range of disabilities gaining benefit,
- interoperability with assistive technologies, and
- innovativeness of a proposed technical solution, giving better performance, lower price, or both.

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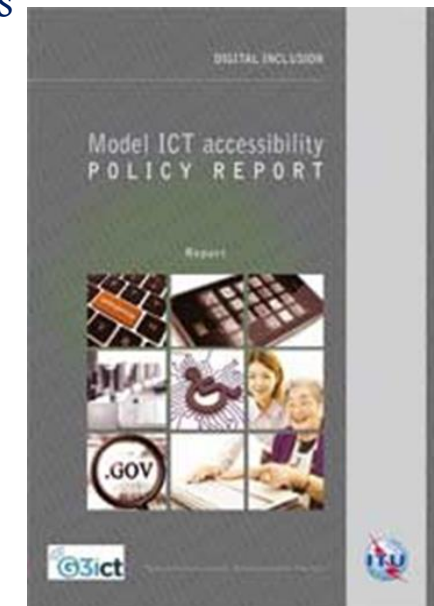
ITU-D key resources to promote ICT accessibility through Public Procurement

Model ICT Accessibility Policy

- Provides policy guidelines and legal and regulatory framework
- Designed to help countries develop their own accessibility policies and regulations
- Modular design includes stand-alone sections on:

1. Model ICT legal, policy and regulatory framework
2. Model ICT accessibility framework on public access
3. Model mobile communications accessibility policy framework
4. Model television/video programming accessibility framework
5. Model web accessibility policy framework
- 6. Model accessible ICT public procurement policy framework**

- ✓ Available in [Arabic](#), [Chinese](#), [English](#), [French](#), [Russian](#), [Spanish](#), [e-book version](#)
- ✓ Available at [URL:www.itu.int/en/ITU-D/Digital-Inclusion/Pages/Reports.aspx](http://www.itu.int/en/ITU-D/Digital-Inclusion/Pages/Reports.aspx)



ITU-D key resources to promote ICT accessibility through Public Procurement

Online training courses

ICT Accessibility: the Key to Inclusive Communication



Three self-paced modules:

1. Enabling Communication for All through ICT Accessibility
2. ICT Accessibility Policy, Regulation and Standards
3. Achieving ICT Accessibility through Public Procurement

Achieve an ITU Certificate upon completion of modules!

Public Procurement of Accessible ICT Products and Services

Lead by an online tutor from ITU academy.

Available upon request.

www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/Pages/Self-Paced-Online-Training-on-ICT-Accessibility.aspx

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