

## ICT Procurement Process

### **STEP ONE: Research (responsibility of the purchaser)**

Address accessibility by reviewing accessibility needs early in your third-party product and vendor evaluations.

Research which products/services are available for your needs.

Look to see if the product or service you selected is on the [ICT Vetted Product and Vendor List](#) (maintained by UNR). If the product is not on the list, you will need to review the WNC ICT Accessibility Policy and the WNC ICT Accessibility Plan to find out if the product is consistent with these two policies.

Review the following important questions to ask your vendor about accessibility:

- Do you have a Voluntary Product Accessibility Template (VPAT) and documented accessibility testing results for your product? Both of these will be required before purchase of the product.
- If your product is not consistent with the WNC ICT Accessibility Policy and the WNC Accessibility Plan, are you willing to address any identified critical issues prior to purchase or implementation?
- Does your product fully support keyboard accessibility? Ask the vendor to perform their product demonstration without using a mouse.
- Are you aware of accessibility barriers in your product and what are you doing to address them?
- Do you have any additional information about the accessibility of your product? If so, please explain.

Obtain compliant accessibility documentation from the vendor, using a [Voluntary Product Accessibility Template \(VPAT\)](#).

Obtain the vendor's most recent accessibility testing results and remediation roadmap.

Vendors must provide documentation of their most recent accessibility test results. If any accessibility barriers exist, the vendor must also provide documentation of their intent to remediate those barriers including a timeline for expected completion of remediation.

If the vendor does not have a VPAT and accessibility test results, following are few resources you can recommend that offer consulting and testing services:

[Deque](#)

[Level Access](#)

[WebAIM](#)

[National Federation of the Blind](#)

Perform your own testing of web products using the [WAVE Tool](#) and the [Site Improve Accessibility Checker](#) (both are free Chrome Browser extensions)

## **STEP TWO: Submit to the Computing Services Department for review and approval**

Gather and prepare your accessibility documentation. The most expedient path to a positive accessibility review is for you to provide documented evidence that a vendor is committed to providing an accessible product. Examples of that documentation may include; VPAT, evidence of accessibility review by the vendor or a third-party, an accessibility development road map, a contract clause indicating the product adheres to accessibility standards.

Gather accessibility documentation from vendor, including the following:

VPAT for products

508 Accessibility Statement for services

Vendor's accessibility testing results and roadmap

Compile and submit the following information and attach accessibility documentation described above:

- Department/faculty contact name and information.
- Vendor name and contact information.
- Description and name of the product to be purchased.
- Indicate if the purchase is for the renewal of a product currently in use or purchase of a product new to the college.

- Description of the population who will use/benefit from the purchased product and how the product will be used.

After the Computing Services review has been completed, the requestor will receive a final determination statement by email from the department.

Please note: If you include testing results and a vendor roadmap with the above information, the review can be expedited. If you request that Computing Services perform accessibility testing of the software and engage with you and your vendor to ensure an accessible product, this historically takes an average of eight weeks. Computing Services will gladly perform this service, but wants to ensure you are aware of the time it will take and encourages you to begin this process early.

## **STEP THREE: Complete Purchase (responsibility of the purchaser)**

Submit the requisition in Workday after receiving a determination from Computing Services and complete the purchase according to NSHE BCN General Purchasing Guidelines.

What to do if your ITC request is not accessible?

If your accessibility review documentation indicates the product or service is not accessible, you can do any of the following:

Develop an Equally Effective Alternative Action Plan (EEAAP). Work with your vendor to develop an Equally Effective Alternate Access Plan (EEAAP) and submit to The Information and Communication Technology Accessibility Committee (TICTAC) for approval.

Submit an alternative option by selecting a more accessible solution.

Submit an exception request through the TICTAC Committee. There are a series of questions that must be answered for the committee to consider such a request. Contact the Program Director of Disability Support Services in the WNC Disability Support Services Office for a copy of the required information to submit an exception request.

## **Procurement Procedures**

Information and Communication Technology purchases must follow the established NSHE General Purchasing Guidelines. When making such purchases or renewals, the Purchase Requestor or the Department Buyer, must include a compliant Voluntary Product Accessibility Template (VPAT) or acceptable alternative with the required purchasing documents before the requisition is submitted in Workday. The only time the BCN Purchasing Department will obtain the VPAT is when conducting a formal bid. Only vendors with a compliant VPAT (or acceptable

alternative) will be evaluated and awarded the bid. The TICTAC Committee is available to assist with evaluating the accessibility of products.

The vendor must ensure all ICT conforms to accessibility standards as defined in the WNC ICT Accessibility Policy and ICT Accessibility Plan. This includes any student-, faculty-, or staff-facing portions of the proposed product. Vendors must submit a completed VPAT as part of the response/proposal. Vendors must declare if any portion of the proposed product under consideration does not fully conform to the accessibility standards, the ways in which the proposed product is out of compliance and a remediation plan or acceptable alternative.

VPATs will be kept on file at the College for the duration of the product's or service's life cycle. If, at any time, the product or service no longer conforms to the guidelines and laws defined above, the vendor will notify the original Purchase Requestor or the Department Buyer in writing within fourteen calendar days explaining the justification of the change which rendered the product or service noncompliant and the proposed remediation plan or acceptable alternative. If a vendor is unable or unwilling to bring the product or service back into compliance with the guidelines and laws defined above without making technically infeasible modifications, the vendor may supply the College with an accessible alternate EIT that provides an equal experience for the user at no additional expense to the College. Failure to notify the College of such a variance or failure to provide an acceptable alternative in a timely manner, not to exceed thirty calendar days, shall be considered a breach of contract.

## **Accessibility Procurement Definitions**

**Information and Communication Technology (ICT).** ICT includes applies to all technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information employed in support of the College's Mission and Core Themes. ICT includes, but is not limited to, the internet and intranet websites, content delivered in digital form, electronic books and electronic book reading systems, search engines and databases, learning management systems, classroom technology, instructional materials, student response systems ("clickers"), and equipment such as classroom podiums, copiers and fax machines. ICT also includes, but is not limited to, telecommunications products (such as telephones), information kiosks, Automated Teller Machines (ATMs), transaction machines (such as payment terminals), computers, ancillary equipment, software, services (including support services), equipment maintained and services operated by third-party vendors, and related resources.

**Purchase Requestor.** The person making the request for purchase of ICT. Department Buyer. The department at the College that will be making the purchase with the vendor.

**Vendor.** The entity the College wants to purchase the ICT from.

**The Information and Communication Technology Accessibility Committee (TICTAC).** A standing committee that offers advice on the accessibility of products, services to purchasers, and support on ICT procurement/purchasing requests.

**Acceptable Alternative.** May include plans and a timeframe for achieving conformance or an alternate workaround.

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