



Shared Services
Canada

Services partagés
Canada

Purchasing Office | Bureau des Achats
Data Center and Workplace Technology Devices
Procurement Division |
Division de l'approvisionnement des centres de
données et appareils technologiques en milieu de
travail
Procurement and Vendor Relationships |
Acquisitions et relations avec les fournisseurs
Shared Services Canada | Services partagés Canada
180 rue Kent St.
PO Box/CP 9808 STS T CSC,
Ottawa Ontario, K1G 4A8

Submit bids to:
Email: Julie.Dessureault@canada.ca

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal To: Shared Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Services partagés Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées

Instructions : See Herein

ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction

Instructions: Voir aux présentes

énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Comments - Commentaires

This document contains a Security Requirement

Title – Sujet Psychometric Testing Tool and Training Services	
Solicitation No. – N° de l'invitation R0000059995	Date July 6, 2020
Client Reference No. – N° référence du client R0000059995	
GETS Reference No. – N° de référence de SEAG R0000059995	
Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le August 17, 2020	Time Zone Fuseau horaire EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Julie Dessureault Julie.Dessureault@canada.ca	Buyer Id – Id de l'acheteur
Telephone No. – N° de téléphone : 613-608-3114	FAX No. – N° de FAX
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Delivery required - Livraison exigée See Herein	Delivery Offered – Livraison propose
Vendor/firm Name and address - Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print) - Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
_____	_____
Signature	Date



Shared Services
Canada

Services partagés
Canada

SERVICES FOR PSYCHOMETRIC TESTING TOOL

FOR

SHARED SERVICES CANADA

REQUEST FOR PROPOSAL (RFP)



TITLE

Bid solicitation R0000059995 issued for the provision of a Psychometric Testing Tool and associates training

PART 1 – GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include: Pricing Schedule, Technical and Financial Criteria and Additional Certifications Precedent to Contract Award.

The Annexes include the Statement of Work, Basis of Payment, Security Requirements Check List, Task Authorization Form, Sample MS Office Excel Spreadsheet for Period Usage Reports – Contracts with TAs.

1.2 Summary

1.2.1 Shared Services Canada is seeking to establish one (1) contract on an “as and when requested” basis. The contract will be issued from contract award ending three (3) years later with, two (2), one (1) year Option Periods.

1.2.2 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA) and the Canadian Free Trade Agreement (CFTA).

1.2.3 The resulting contracts will not include deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). All requirements for delivery within CLCA are to be processed individually.



1.2.4 The following Categories of training are required on an “as and when requested” basis in accordance with Annex “B”:

SERVICES	ESTIMATED USAGE
Psychometric Tests	7000 tests
Training Courses for SSC Facilitators	10 courses

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.4 Volumetric Data

The inclusion of volumetric data in this document is for reference purposes only and does not represent a commitment by Canada that Canada’s future usage of the services described in the bid solicitation will be consistent with this data.

1.5 Conflict of Interest – Unfair Advantage

In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:

- a. if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest;
 - b. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.
2. The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This bidder remains however subject to the criteria established above.

Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.



PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Sub-sections 04 and 05 of Section 01, Code of Conduct and Certifications - Bid, of the 2003, Standard Instructions - Goods or Services - Competitive Requirements incorporated by referenced above are hereby deleted in their entirety and replaced with the following:

Canada may, at any time, request that a Bidder provides a properly completed and signed Consent to a Criminal Record Verification Form and related documentation for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred twenty (180) calendar days

Additional SACC Manual Clauses

C3011T (2013-11-06) Exchange Rate Fluctuation

2.2 Submission of Bids

Bids may only be submitted by email to: Julie.Dessureault@canada.ca by the date and time indicated on the cover page of this solicitation.

Due to the nature of this bid solicitation, bids transmitted by facsimile to SSC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the Contracting Authority has not received the answer to the question and, as applicable, the information required by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the answer and, as applicable, the information required. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.



Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the

Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act \(PSSA\)](#), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, [the Members of Parliament Retiring Allowances Act](#), R.S., 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

If so, the Bidder must provide the following information for all FPS in receipt of a pension, as applicable:

- (a) name of former public servant; and
- (b) date of termination of employment or retirement from the Public Service.

By providing this information, bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes () No ()

If so, the Bidder must provide the following information:



- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Inquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.



PART 3 – BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Bidders must email their submission directly to: Julie.Dessureault@canada.ca

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (1 soft copy)
- Section II: Financial Bid (1 soft copy)
- Section III: Certifications not included in the Technical Bid (1 soft copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper; and
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](#).

To assist Canada in reaching its objectives, bidders should:

- 1. use paper containing fiber certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2. use an environmentally-preferable format including black and white printing instead of color printing, printing double sided/duplex, using staples or clips instead of cerlox, duo tangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

- a. **Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedule Payment provided in Attachment 1 to Part 3 of this bid solicitation. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive rate in Canadian dollars in each cell requiring an entry in the pricing tables.
- b. **Variation in Rates By Time Period:** For any given Category, where the financial tables provided by Canada allow different firm rates to be charged for a category during different time periods:
 - i. the rate bid must not increase by more than 5% from one time period to the next, and



- ii. the rate bid for the same Category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period
- c. **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- d. **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- e. **Substantiation of Professional Services Rates**

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 15% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the following information is required:

- A. an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- B. in relation to the invoice in (A), evidence from the bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation); and
- C. the name, telephone number and, if available, email address of a contact person at the customer who received each invoice submitted under (A.), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.



- f. Bidders must submit their (price(s) and/or rate(s)), FOB destination; Canadian customs duties and excise taxes included, as applicable; and GST or HST excluded.
The following applies: C3011T (2013-11-06) Exchange Rate Fluctuation
- g. When preparing their financial bid, bidders should review the basis of payment in Annex B and Financial Evaluation in Part 4.
- h. Bidders should include the following information in their financial bid:
 - 1. Their legal name;
 - 2. Their Procurement Business Number (PBN); and
 - 3. The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a. their bid; and
 - b. any contract that may result from their bid.

Section III: Certifications

Bidders must submit the certifications required under Part 5.



ATTACHMENT 1 to PART 3, PRICING SCHEDULE

1.0 The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below, its quoted all inclusive fixed rate (in Can \$) for each of the categories identified.

2.0 The prices and rates included in this pricing schedule exclude the total estimated cost of the authorized travel and living expenses described in Part 7 of the bid solicitation.

3.0 The prices and rates included in this pricing schedule include the total estimated cost of any travel and living expenses that may need to be incurred for the Work described in Part 7 of the bid solicitation required to be performed inside the National Capital Region (NCR) defined in the [National Capital Act \(R.S.C., 1985, c. N-4\)](http://laws.justice.gc.ca/eng/acts/N-4/), available on the Justice Website (<http://laws.justice.gc.ca/eng/acts/N-4/>).

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

	ESTIMATED USAGE	QUOTED FIRM ALL INCLUSIVE RATES (in Cdn \$) Initial Contract Period (A)	QUOTED FIRM ALL INCLUSIVE RATES (in Cdn \$) Option Period 1 (B)	QUOTED FIRM ALL INCLUSIVE RATES (in Cdn \$) Option Period 2 (C)	AVERAGED FIRM ALL INCLUSIVE RATES (in Cdn \$) (D)= (A+B+C)/3
Psychometric Testing Tool	7000 Tests	\$__per test	\$__per test	\$__per test	D1
Training Courses for SSC Facilitators	10 Courses	\$__per course	\$__per course	\$__per course	D2
Bid Evaluated Price (applicable taxes excluded) = D1+D2					



PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and SSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Joint Venture Experience

- a) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.
- Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.
- b) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.
- Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.
- c) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.



Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

that show in total 100 billable days.

- d) Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

4.3 Technical Evaluation

4.3.1 Mandatory Technical Criteria

(a) Refer to Attachment 1 to Part 4. Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words “must” or “mandatory”. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

4.3.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero. Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word “rated” or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. Bids which fail to obtain the total required minimum number of points specified for each separate rated criteria, will be declared non-responsive. Bids that do not obtain the overall required pass mark of 70% for the point-rated technical criteria specified in this bid solicitation will be considered non-responsive and be disqualified. Each point-rated technical criterion should be addressed separately.

4.3.3 Reference Checks: Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not allocate any points nor consider a mandatory criteria met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information assessed. Points will not be allocated nor a mandatory criteria considered as met if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated nor a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm’s length with the Bidder. Crown references will be accepted.

4.3.4 Number of Resources Evaluated: After contract award, the Task Authorization process will be in accordance with Part 7 - Resulting Contract Clauses, Article 7.2 Task Authorization. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to satisfy the specific requirement based on the TA Form’s Statement of Work.

4.3.5 Technically Responsive Bid: A technically responsive bid is one that complies with the mandatory requirements of this bid solicitation, meets all mandatory evaluation criteria and obtains the required pass mark



4.3.6 Financial Evaluation

For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3

4.4 Basis of Selection

4.4.1 Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)

To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all the mandatory evaluation criteria; and
- (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

4.4.2 Bids not meeting 4.4.1 (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.

4.4.3 The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i): $PS_i = LP / P_i \times 30$. P_i is the evaluated price (P) of each responsive bid (i).

4.4.4 A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i): $TMS_i = OS_i \times 70$. OS_i is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.

4.4.5 The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows: $CR_i = PS_i + TMS_i$.

4.4.6 The responsive bids will be ranked in descending order of combined rating of technical merit and price; the responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, these bids will be ranked in descending order of the overall scores obtained for all of the point rated technical criteria detailed in Attachment 1 to Part 4; the responsive bid obtaining the highest overall score being ranked the highest.

4.4.7 The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Score (OS)		190/200	180/200	170/200
Bid Evaluated Price (*)		\$500.00	\$475.00	\$450.00 (*)
Calculations	Technical Merit Score (TMS)	$190/200 \times 70 = 66.50$	$180/200 \times 70 = 63$	$170/200 \times 70 = 59.50$
		$450/500 \times 30 = 27$	$450/475 \times 30 = 28.42$	$450/450 \times 30 = 30$
Combined Rating (CR)		93.50	91.42	89.50
Overall Rating		1 st	2 nd	3 rd



ATTACHMENT 1 to PART 4 TECHNICAL CRITERIA

Mandatory Technical Criteria (MT)

The Bids must meet all the mandatory technical criteria indicated below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet all the mandatory technical criteria will be declared non-responsive. Each technical criterion should be addressed separately.

No.	Description	Met / Not Met	Comments
M1	<p>The Bidder MUST have a Minimum of two (2) years' experience within the last three (3) year providing training and consultation services involving the use of psychometric tool for team building, leadership and career development purposes.</p> <p>The bidder must provide detailed project descriptions that include:</p> <ul style="list-style-type: none"> • The client name, department and email for whom the work was conducted. • Project/Work start and end dates. (ex: Jan 2014 to Dec 2014). • Objective and scope. • Outcome of the project or work regarding the deliverables; 		
M2	<p>The Bidder MUST provide the CV's of two (2) resources who the Bidder intends to use to provide the training and advise the SSC facilitators should they have follow-up questions on how to apply the training they received. The CVs must state the individual's education, work history and relevant certifications which clearly indicate that the individual is qualified to provide instruction related to the use of psychometric tools.</p> <p><i>* Only 2 CVs will be accepted for evaluation purposes. All information must be included in the CV's.</i></p> <p>**One (1) resource must be bilingual and must be able to provide training and support services in French and English.</p>		
M3	<p><u>In reference to M2, each resource for which a CV is provided MUST</u> have two (2) years' experience within the last four (4) years in providing training, support and advice to facilitators/clients with respect to the interpretation of psychometric tools and their use for team building, leadership development and career development purposes.</p> <p>The bidder must provide two (2) <u>references for each proposed resource</u> that include the following information</p> <ul style="list-style-type: none"> • The client name, department and email for whom the work was conducted. • Detailed project description • Project/Work start and end dates. (ex: Jan 2014 to Dec 2014). 		



	<ul style="list-style-type: none"> Objective and scope. Outcome of the project or work regarding the deliverables. 		
M4	<p>The bidder must have a minimum of two (2) years within the last four (4) years delivering an existing Psychometric testing tool electronically to clients using an online platform. This includes creating and providing the individual assessments reports to participants.</p> <p>In order to demonstrate the experience the bidder must provide detailed project descriptions:</p> <ul style="list-style-type: none"> The client name, department and email for whom the work was conducted. Detailed project description, including the number of tests administered. Objective and scope. The type of support provided to clients. Project/Work start and end dates. (ex: Jan 2014 to Dec 2014). Detailed description of the test delivery method used to deliverer test using an online platform. An example-sample of an individual assessment report that includes detailed descriptions for each of the following: behavioral preferences, including approach to challenges or stress, to interacting with others, and in responding to rules and structures (or way of adapting in reaction to their environment), innate talents and abilities, or "strengths", natural communication and leadership style and areas for development and suggested action strategies to develop as a leader. Outcome of the project or work regarding the deliverables; 		
M5	<p>The bidder must have an existing online platform to deliver psychometric tests. The bidder must demonstrate using a detailed description, how they use their existing online platform to deliver psychometric tests and how it could be accessed by SSC Facilitators to complete the following:</p> <ol style="list-style-type: none"> assign the tests to specific individuals track individual completions track the total number of completions. 		
M6	<p>The bidder must provide a copy of certification indicating that they are accredited to deliver their psychometric tool.</p>		
M7	<p>Accessibility Conformance or Plan To Achieve Conformance</p> <p>The bidder's response must include written and signed confirmation that the bidder:</p> <ol style="list-style-type: none"> has reviewed the requirements described in clause 5 of Annex A – Statement of Work and Annex C and D - ICT Accessibility Requirements AND either: 		



	<ul style="list-style-type: none">2. already fully conforms with the accessibility requirementsOR3. will address any accessibility issues with the platform within 6 months of contract award, if such issues exist at time of contract award – and that while the system is non-compliant the bidder will provide accommodations to ensure equal access for persons with accessibility needs. <p>Before contract award <u>for the Successful Bidder Only</u></p> <p>A) In order to support the commitment stated in A) the successful bidder, if they do not presently conform with the accessibility requirements, must provide a remediation plan (roadmap) before contract award. This plan will detail how they will fully meet the requirements within 6 months of contract award, including:</p> <ul style="list-style-type: none">1. timelines to remediate accessibility issues identified by the evaluation team2. plans to subcontract accessibility audits and remediation3. plans and ability to internally audit and remediate accessibility		
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1.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the TOTAL required minimum number of points specified for the rated criteria will be declared non-responsive. Each point-rated technical criterion should be addressed separately.

No.	Rated Evaluation Criteria	Rating Scale	Results
R1	<p>In relation to M3, SSC will contact one reference per proposed resource to respond to the following questions:</p> <ul style="list-style-type: none"> a) Did the resource demonstrate strong knowledge of the psychometric tool and its application for team building, leadership development and career development purposes? Yes= 2 points, No=0 points b) Did the resource effectively incorporate actual situations or best practices into the provision of support and advice on the use of the tool? Yes= 2 points, No=0 points c) Does the resource have strong communication skills? Yes= 2 points, No=0 points d) Did the resource provide training on the use of the psychometric tool? Yes= 2 points, No=0 points <p>*The client reference will have three (3) business days to respond to the departmental representative to validate that the work performed met the client's expectations. If no response is received, a score of 0 will be provided to the bidder.</p>	<p>8 pts per resource</p> <p>Maximum Points: 16</p>	
R2	<p>In relation to M3, each resource for which a CV is provided MUST have two (2) years' experience within the last four (4) years in providing training, support and advice to facilitators/clients with respect to the interpretation of psychometric tools and their use for team building, leadership development and career development purposes.</p> <p>The bidder must provide the following information:</p> <ul style="list-style-type: none"> • The client name, department and email for whom the work was conducted. • Detailed project description • Project/Work start and end dates. (ex: Jan 2014 to Dec 2014). • Objective and scope. • Outcome of the project or work regarding the deliverables; 	<p>24 -36 months: 5 pts/per resource</p> <p>37-48 months: 10 pts/per resource</p> <p>10 points per resource</p> <p>Maximum: 20 points</p>	



R3	<p>In relation to M4 and M5, bidder must describe using detailed written descriptions how their existing online platform meets the requirements below:</p> <ul style="list-style-type: none"> a) The online platform allows for administrator access to assign psychological tests to specific individuals. (Max 3 pts) b) The participants receive an automatic email to invite them to complete the test. (Max 3 pts) c) The participants are able to successfully and easily access and use the electronic portal to complete the test. (Max 3 pts) d) The participants automatically receive their individual report, in a timely manner, following the psychometric test. (Max 3 pts) e) The individual reports that include the following information: behavioral preferences, including approach to challenges or stress, to interacting with others, and in responding to rules and structures (or way of adapting in reaction to their environment), innate talents and abilities, or "strengths", natural communication and leadership style and areas for development and suggested action strategies to develop as a leader is sent to the participants in a timely manner (Max 3 pts) <p><i>To demonstrate, bidders must provide detailed descriptions that must include step by step instructions on how the system is used to meet a) to e). Bidders who provide a simple statement that their existing platform meets without providing detailed descriptions will be given a score of 0.</i></p>	<p>Maximum 15 points</p>	
R4	<p>In relation to M4, one project reference chosen by SSC will be contacted and asked the following questions:</p> <ul style="list-style-type: none"> f) Did the online platform allow for administrator access to assign psychological tests to specific individuals? Yes= 2 points, No=0 points g) Did the participants receive an automatic email to invite them to complete the test? Yes= 2 points, No=0 points h) Were participants able to successfully and easily access and use the electronic portal to complete the test? Yes= 2 points, No=0 points i) Did the participants automatically receive their individual report, in a timely manner, following the psychometric test? Yes= 2 points, No=0 points j) Did the individual reports include the following information: behavioral preferences, including approach 	<p>Maximum 10 points</p>	



	<p>to challenges or stress, to interacting with others, and in responding to rules and structures (or way of adapting in reaction to their environment), innate talents and abilities, or “strengths”, natural communication and leadership style and areas for development and suggested action strategies to develop as a leader? Yes= 2 points, No=0 points</p> <p>*The client reference will have three (3) business days to respond to the departmental representative to validate that the work performed met the client's expectations. If no response is received, a score of 0 will be provided to the bidder</p>		
R5	<p>In relation to M7, provide proof of previous contracts with WCAG 2.0+, Revised Section 508 or EN 301 549 accessibility requirements.</p> <p>The bidder must provide the following information for each contract:</p> <ul style="list-style-type: none"> • The organization or department for whom the work was conducted. • Detailed project description • Project/Work start and end dates. (ex: Jan 2014 to Dec 2014). • Project's objective and scope • Description how the online tools and services met WCAG 2.0+, Revised Section 508, or EN 301 549 accessibility requirements. 	<p>1 contract = 1 point 2 or more contract = 2 points</p> <p>Maximum 2 points</p>	
	<p>TOTAL Maximum points:</p> <p>Minimum Points (pass)</p>	<p>63 points</p> <p>37 points</p>	



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications and Additional Information Required with the Bid

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the [Integrity Provisions of the Standard Instructions](#), all bidders must provide with their bid, if applicable, the Integrity declaration form available on the Forms for the Integrity Regime website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Bid

The Bidder must provide with its bid the required additional certifications included in Attachment 1 to Part 5, Additional Certifications Required with the Bid.

5.2 Certifications and Information Required Precedent to Contract Award

The required certifications and additional information below should be submitted with the bid but may be submitted afterwards. If the required certifications and additional information are not submitted with the bid, the Contracting Authority will inform the Bidder of a time frame within which they must be submitted by the Bidder. Failure to provide the required certifications and additional information within the time frame specified will render the bid non-responsive.

5.2.1 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid List" available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid List" at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid List" during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity certification before contract award. If the Bidder is a Joint Venture, the



Bidder must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture. Attachment 1 to Part 5, Additional Certifications Precedent to Contract Award, includes a copy of the certification to provide.

5.2.2 Additional Certifications Required Precedent to Contract Award

The required additional certifications to provide are included in Attachment 1 to Part 5, Additional Certifications Required Precedent to Contract Award .



ATTACHMENT 1 TO PART 5, ADDITIONAL CERTIFICATIONS REQUIRED PRECEDENT TO CONTRACT AWARD

1. Federal Contractors Program For Employment Equity - Certification

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit the [Employment and Social Development Canada \(ESDC\) - Labour's website](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html) (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html>).

Date: _____ Instructions to the Bidder:(YYYY/MM/DD) If left blank, the date will be deemed to be the bid solicitation closing date.

Instructions to the Bidder: Complete both A and B.

A. Instructions to the Bidder: Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and / or permanent part-time employees.
- A5. The Bidder certifies having a combined workforce in Canada of 100 or more permanent full-time and/or permanent part-time employees.
- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

or

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Instructions to the Bidder: Check only one of the following:

- B1. The Bidder is not a Joint Venture.

or

- B2. The Bidder is a Joint venture. Instructions to the Bidder: Refer to the Joint Venture section of the Standard Instructions. If the Bidder is a Joint Venture, it must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture.



2. Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

3. Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

Name of Supplier's Authorized Signatory

Signature of Supplier's Authorized Signatory

Date: _____



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

6.1.1 Before award of a contract, the following conditions must be met:

- a. the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- b. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- c. the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

6.1.2 For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



PART 7 – RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

- a. _____ (the Contractor) agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with and at the prices set out in the Contract. This includes providing professional services, as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- b. **Client(s)** : Under the Contract, the “Client” is Shared Services Canada (“SSC”), an organization with a mandate to provide shared services. This Contract will be used by SSC to provide shared services to its clients, which include SSC itself, those government institutions for whom SSC’s services are mandatory at any point during the Contract period, and those other organizations for whom SSC’s services are optional at any point during the Contract period and that choose to use those services from time to time. SSC may choose to use this Contract for some or all of its clients and may use alternative means to provide the same or similar services.
- c. **Reorganization of Client**: The Contractor’s obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- d. **Defined Term**: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meaning:
 - i. Any reference to an Identified User is a reference to the Client.
 - ii. "deliverable" or "deliverables" includes all documentation outlined in this Contract
 - iii. "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location

7.1 STATEMENT OF WORK

The Contractor must perform the Work in accordance with the Statement of Work in Annex A.

7.2 TASK AUTHORIZATION (“TA”)

- a. **As and When Requested Task Authorizations**: The Work or a portion of the Work to be performed under the Contract on an “as-and-when-requested basis” using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk
- c. **Form and Content of Task Authorization** :



- i. The Technical Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix 3 to Annex A.
- ii. The draft Task Authorization will contain the details of the activities to be performed, and must contain the following information, if applicable :
 - A. a task number;
 - B. The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
 - C. the details of any financial coding to be used;
 - D. the type of training and the number of courses required;
 - E. the start and completion dates;
 - F. whether the work requires on-site activities and the location;
 - G. the language profile of the resources required;
 - H. the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
 - I. any other constraints that might affect the completion of the task.
- d. **Contractor's Response to Draft Task Authorization:** The Contractor must respond within two (2) working days indicating they can meet the task, and provide the Technical Authority within five (5) working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- e. **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
 - I. To be validly issued, a TA must be signed by the Contracting Authority.
 - II. Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Technical Authority's ability to issue TAs at any time, or reduce the dollar value threshold described in sub-article (A) above; any suspension or reduction notice is effective upon receipt.
- f. **Periodic Usage Reports:**
 - i. The Contractor must compile and maintain records on its provision of services to the federal government under validly issued TAs issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the periodic usage reports on a



quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

- ii. The quarterly periods are defined as follows:
 - A. April 1 to June 30;
 - B. July 1 to September 30;
 - C. October 1 to December 31; and
 - D. January 1 to March 31.

The data must be submitted to the Contracting Authority no later than ten (10) calendar days after the end of the reporting period.

- iii. Each report must contain the following information for each validly issued TA (as amended):
 - A. the Task Authorization number and the Task Authorization Revision number(s), if applicable;
 - B. a title or a brief description of the task;
 - C. the total estimated cost specified in the TA (applicable taxes extra);
 - D. the total amount (applicable taxes extra) expended to date;
 - E. the start and completion date; and
 - F. the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- iv. Each report must also contain the following cumulative information for all the validly issued TAs (as amended)
 - A. the amount (applicable taxes extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all validly issued TAs; and
 - B. the total amount, applicable taxes extra, expended to date against all validly issued TA's.
- g. Consolidation of TAs for Administrative Purposes: The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TAs for administrative purposes.
- h. Minimum Work Guarantee
In this clause, "Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract (excluding Applicable Taxes); and "**Minimum Contract Value**" means 1% of the Maximum Contract Value on the date the contract is first issued.
 - i. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
 - ii. In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work performed.
 - iii. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract for default.



- iv. for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or for convenience within ten business days of Contract award.

j. Refusal of Task Authorizations:

The Contractor is not required to submit a quotation in response to every TA Form issued by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least five instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA Form issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories identified in the TA Form at pricing not exceeding the rates of Annex B.

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

2035 (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract

Supplemental General Conditions

4010 (2012-07-16) Services - Higher Complexity, apply to and form part of the Contract.
C3011T (2013-11-06) Exchange Rate Fluctuation

7.3.3 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.3.4 Security Requirement

There are no security requirement

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract award ending three (3) years later.



7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Contract does not include deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirements for deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to CLCAs will have to form part of a separate contract

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Julie Dessureault
Title: Procurement Officer
Department: Shared Services Canada
Telephone: 613-608-3114
Email: Julie.Dessureault@canada.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

(Fill in at time of contract award)

Name:
Title:
Organization:
Address:
Telephone: ___-___-___
Facsimile: ___-___-___
E-mail address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative

(Fill in at time of contract award.)

Name:



Title:
Organization:
Address:
Telephone: ___- ___- ___
Facsimile: ___- ___- ___
E-mail address:

7.6 PAYMENT

7.6.1 Basis of Payment

The Basis of Payment for each task will be identified at the time of TA issuance.

7.6.2 Authorized TA

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B to the limitation of expenditure specified in the authorized TA.

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are excluded and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.6.3 Limitation of Expenditure - Cumulative Total of all Task Authorizations

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____. Customs duties are excluded and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.6.4 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;



- c. the Work delivered has been accepted by Canada.

7.6.5 Competitive Award: The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

7.6.6 Purpose of Estimates: All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase services in these amounts. Any commitment to purchase specific amounts or values of services are described elsewhere in the Contract.

7.6.7 No Responsibility to Pay for Work not performed due to Closure of Government Offices

- i. Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
- ii. If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.7 INVOICING INSTRUCTIONS

- a. The Contractor must submit invoices in accordance with the information required in the General Conditions.
- b. The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- c. By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- e. The Contractor must provide the original and two copies of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.
- f. If applicable - The Contractor can submit invoices electronically through the SSC P2P portal in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all work identified in the invoice is completed. In the alternative, the Contractor may seek the consent of the Contracting Authority to submit invoices using an alternative method.
- g. For Purchase Orders, the Contractor's invoice must indicate which line item(s) and the quantity for which it is invoicing.
- h. If the Contractor submitted an advance shipping notice, the invoice should be linked to this advance shipping notice in the SSC P2P portal. The Contractor may link more than one advance shipping notice to the invoice. The invoice must match the total quantity and price of the advance shipping notices.

7.8 CERTIFICATION AND ADDITIONAL INFORMATION

7.8.1 Compliance



Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid List" available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>). The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.9 APPLICABLE LAWS

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)

7.10 PRIORITY DOCUMENTS

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (c) the general conditions 2035 (2020-05-28), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, ICT Accessibility Requirements
- (g) Annex D, Accessibility Guidance for Printed Documents
- (h) the signed Task Authorizations (including all of its annexes, if any); and
- (i) the Contractor's bid dated _____.

7.11 FOREIGN NATIONALS (CANADIAN CONTRACTOR)

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

SACC Manual clause [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

SACC Manual clause [A2001C](#) (2006-06-15) Foreign Nationals (Foreign Contractor)

7.12 INSURANCE REQUIREMENTS

- (a) The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the



insurance requirements does not release the Contractor from or reduce its liability under the Contract.

- (b) The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.
- (c) The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.13 COMMERCIAL GENERAL LIABILITY INSURANCE

- (a) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (b) The Commercial General Liability policy must include the following:
 - i. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - ii. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - iii. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - iv. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - v. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - vi. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - vii. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - viii. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - ix. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - x. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.



- xi. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- xii. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- xiii. Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

7.14 ERRORS AND OMISSIONS LIABILITY INSURANCE

- (a)** The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (b)** If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (c)** The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

7.15 LIMITATION OF LIABILITY – INFORMATION MANAGEMENT/INFORMATION TECHNOLOGY

- (a)** This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) First Party Liability :

- i. The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - A. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - B. physical injury, including death.
- ii. The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- iii. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- iv. The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to



encumbrances or claims relating to intellectual property rights, which are addressed under (i.A) above.

- v. The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including :
 - A. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - B. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of [.75] times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under paragraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.

- vi. If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent backup kept by Canada. Canada is responsible for maintaining an adequate backup of its records and data.

(c) Third Party Claims :

- i. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- ii. If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- iii. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph c.

7.16 JOINT VENTURE (if applicable)

(a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members:

- 1. _____
- 2. _____
- 3. _____



4. _____

- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
 - i. _____ has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - ii. by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - iii. all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: *This Article will be deleted if the bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.*

7.17 PROFESSIONAL SERVICES – GENERAL

- (a) The Contractor must provide professional services on request as specified in this contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, the Section titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

1. If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
 - a. the name, qualifications and experience of a proposed replacement immediately available for Work; and
 - b. security information on the proposed replacement as specified by Canada, if applicable.



The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

2. Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
 - a. exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default under Section titled "Default of the Contractor", or
 - b. assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this subarticle (c).
3. Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Section. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
4. The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.18 SAFEGUARDING ELECTRONIC MEDIA

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.19 REPRESENTATIONS AND WARRANTIES

The Contractor made statements regarding its own and its proposed resources experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.



7.20 ACCESS TO CANADA'S PROPERTY AND FACILITIES

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

7.21 MATERIALS AND TOOLS

All materials and tools required in the performance of the work including office space, associated supplies, computing devices and telephony equipment are to be provided by the vendor unless otherwise agreed to by the designated technical authority



7.22. PROTECTION AND SECURITY OF DATA STORED IN DATABASES

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
 - a. equivalent protections are given to personal information as in Canada under legislation such as the [Privacy Act](#), R.S. 1985, c.P-21, and the [Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
 - b. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.
2. In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.
3. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
4. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
5. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
6. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
7. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.



ANNEX A, STATEMENT OF WORK

PROJECT TITLE: Psychometric evaluation tool(s) and services to support the development of employees and teams across Shared Services Canada.

1. BACKGROUND

Shared Services Canada has identified the need to support the development of its leadership at all levels across the department. A key feature in the development of leaders includes opportunities / tools to allow individuals to understand themselves better and to engage and support the groups which they lead. Following the completion of Individual / team tests / surveys, facilitated discussions will occur to allow participants to interpret results and apply the information to promote leadership growth

2. DEPARTMENT'S REQUIREMENT

Shared Services Canada requires psychometric tool(s) and associated services to support the development of approximately 7,000 persons across the department over the next three years. The tool(s) must be appropriate for use by employees at any level, including Executives. The tool(s) will form part of the leadership development program. They will be used to gather insight regarding an individual's behaviors, skills, leadership style and psychological characteristics. In the group setting, the tool(s) should uncover characteristics regarding group dynamics which may enhance / hinder performance.

The tool(s) should be based on recognized scientific research and/or industry standards such as: Myers-Briggs Type Indicator (MBTI) or the DISC system of William Moulton Marston (associated with the language of colors) so as to support the validity of results. Adaptive questioning should be used to ensure greater validation of results.

The tool(s) will only be used for professional development and team building. The psychometric tool(s) will not be used for selection or other staffing purposes.

This access must include associated services to support SSC's use of the test, including:

- support services to assist SSC employees with test completion, and SSC facilitators with administrator access
- analysis of the data provided by each participant
- provision of final report submitted to each participant
- advisory services on how to facilitate use and interpretation of the reports for SSC facilitators

SSC will also occasionally require training services to certify SSC facilitators in the use of the test.

3. REQUIREMENTS

The vendor must be capable of evaluating individuals through an accessible online psychometric evaluation tool(s) that supports individual development and career progression. A written report in the form of an accessible electronic document of each individual's profile following completion of the tool(s) is required. For example, the tool(s) must provide users with an indication as to true self, forces that drive behavior / (de)motivators, interaction preferences, leadership style, areas of strength and areas for development.

The vendor must also have the ability to analyze group / team results based on individual team member completion of the psychometric test(s). The purpose of the team profile is to build better team dynamics and foster positive work relationships.

4. SCOPE OF WORK

4.1 Design of the testing tool

The type of test required is a **self-report inventory**, where a person is asked to indicate how well certain items describe their personality traits and the way they deal with situations. It must be appropriate for use by all employees at all levels, including Executives, and be designed to uncover insights about an individual's values,



behaviors, skills, and leadership style. The resulting information must be suitable as the basis for a wide range of facilitated discussions involving the participants, which may focus on the following:

1. Individual development: to better understand themselves and others
2. Leadership development: to determine how to best improve their current leadership skills and performance
3. Team building: to more effectively build and maintain positive working relationships
4. Career planning and development: to uncover value and interests that are fundamental to overall career satisfaction

4.2 Delivery of the testing tool

The vendor must administer the psychometric test through an online platform that is available for use in both English and French. The content of the test must also be available in both English and French. This platform must be available to participants from both their home and SSC work computers. Upon request by the Technical Authority, an alternative option must be provided to any employee who cannot or prefers not to complete the test through the online platform, for example, completion through verbal responses over the phone and/or paper copy. The vendor will be responsible to manually enter the data into the online platform on behalf of SSC. This is to ensure full accessibility for all users, including persons with disabilities. The online platform must respect the accessibility requirements mentioned at section 5.

In instances where Shared Services Canada moderators must distribute / administer psychometric test(s), resources will be made available by the vendor to support the administration of the test or act as a resource, on an as needed basis.

4.3 Final Reports:

Following each test completion, the vendor will complete a computer data analysis of the responses and generate a report in electronic documents within 24 hours of completion for each individual. The reports must be available in the form of an accessible electronic document such as PDF.

The standard report must provide specific information about the individual's personality in the following areas:

- a) values and attitudes, including the relative strength and importance of various motivations for the individual
- b) cognitive preferences, including modes of perception and decision-making style
- c) behavioral preferences, including approach to challenges or stress, to interacting with others, and in responding to rules and structures (or way of adapting in reaction to their environment)
- d) innate talents and abilities, or "strengths"
- e) natural communication and leadership style

As well, the vendor must provide related insights and recommendations for the individual concerning areas for development and suggested action strategies to develop as a leader. This could be addressed in the standard report or as part of an annex.

4.4 Team Reports:

The vendor must be able to summarize and combine together the profiles of multiple individuals into a team profile, to include overall analysis of strengths and gaps, as and when requested by the SSC facilitators.

4.5 Managing access to test completions

The vendor must allow SSC facilitators to assign the tests to specific individuals through "Administrator Access". The SSC facilitators will use the online platform to enter each participant's name and email address, resulting in automated invitations being sent out to participants. The automated email invitation must include



instructions, in both English and French, on how to complete the test, the website where the test can be completed and the Help Desk contact information.

Once each participant completes the test an automated email will be sent to the SSC facilitators/technical authority immediately following test completion to advise them when an individual has completed the test.

The vendor will not gather or store information from participants that is sensitive, such as date of birth or any other specific information.

4.6 Monitoring and Reporting

Administrator access must include the ability to view a summary of all test completions, indicating the names and completion dates as well as the number of tests that have been provided and the number of tests remaining. SSC facilitators must also have the ability to access the profiles/test results for all participants, either from the platform or upon request.

4.7 Training Services

Shared Services Canada also requires vendors to provide train the trainer sessions for SSC facilitators, certifying their ability to convene sessions and interpret results. The training will take place in the National Capital Region at a SSC location and it must cover the following topics:

- a) Knowledge transfer pertaining to the tool itself and its components
- b) How to provide interpretation services to internal clients
- c) How to facilitate information sessions in regards to the tool

The number of training sessions and the number of participants by session will depend on the operational needs.

The course material must respect the accessibility requirements mentioned at section 5.

Access to vendor support may be required on a periodic basis, to provide interpretation and guidance related to individual results. The purpose of these consultations would be to enhance SSC facilitator knowledge and ensure the effectiveness of discussions with individuals / groups. Support services delivered electronically must respect the accessibility requirements mentioned at section 5.

4.8 Facilitation

The vendor must have the ability to facilitate consultation sessions with individuals / groups, at the request of Shared Services Canada. The vendor will also confirm their ability to support / facilitate coaching circles, on request, as a result of individual / team profiling. The course material must respect the accessibility requirements mentioned at section 5.

4.9 Support Services

The services that must be associated with access to the tests include support services should an SSC employee have difficulty completing the test. This may include alternative methods of administering the test as mentioned in section 4.2. The service staff must also assist SSC facilitators should they have difficulty with administrator access.

Access to advisory services to support the SSC facilitators who have been trained as noted in section 4.7, should they have follow-up questions on how to apply the training.

These services must be available by telephone and by email, from Monday-Friday, between 8:00am to 4:00pm (Eastern Time), and the vendor must be able to provide services in both English and French.

5. ACCESSIBILITY REQUIREMENTS

5.1 Accessibility Requirements - General



The contractor must provide any additional support to participants with disabilities to ensure equal access and meet any accommodation requirements that may have been requested by an SSC employee and/or agreed to with the Project Authority

5.2 Accessibility Requirements - Digital Components

All digital components of the system, including but not limited to web and non-web course materials, registration portal, testing platform, email content, reports, invoices, and certificates must comply with the relevant accessibility requirements of the EN 301 549 as indicated in Annex A of this SOW.

5.3 Accessibility Requirements – Electronic Non-web Documents

The electronic version of the material provided to participants must be accessible to all users, including people with disabilities, as indicated in Annex A of this SOW. Electronic versions must provide equivalent content to the printed documents.

5.4 Accessibility Requirements – Printed Documents

The printed version of the material provided to participants must adhere to the relevant requirements of the electronic documents, including but not limited to text contrast and use of colour

5.5 Accessibility Requirements – Training Delivery

All course materials must be made available in a digital format conformant to EN 301 549 (2018) as per the [Guideline on Making Information Technology Usable by All](#).

Training must be delivered in accordance with the principles contained in [the Accessibility Strategy for Public Service of Canada](#) and the [Guideline on Making Information Technology Usable by All](#). For training delivered virtually or online, the contractor must ensure support personnel are available to resolve technical problems encountered during the delivery of the courses within one hour of a problem being experienced. This might include support for persons who have indicated that they have accommodation requirements, and who may not be able to use all functionality, or who require assistance in the use of accessibility features. These services and related documentation must be available in both English and French, and conform with clause 12 “Documentation and support services” of the EN 301 549 as indicated in Annex A of this SOW.

6. INTERPRETATION

In the case of disputes regarding interpretation of statement of this Statement of Work or any of the terminology contained herein, the ruling of the Technical Authority shall prevail.

7. PROPRIETARY INFORMATION

All information and documents made available to the contractor during the course of this project are deemed proprietary, and shall be returned to the Crown upon completion of the tasks specified in this Statement of Work or upon termination of the contract.

8. NON-DISCLOSURE

All work carried out by the contractor with respect to this Statement of Work will remain the property of the Crown. All reports, documentation, and extensions thereto shall remain the property of the Crown and the contractor shall not divulge, disseminate or reproduce such reports and/or documentation to any other person without the prior written permission of the Crown.

9. TRAVEL

The vendor will not be required to travel outside of the National Capital Region. However, if travel is deemed necessary, Travel and Living expenses will only apply when the contractor is requested to work outside the National Capital Region. If required, the Project Authority must authorize travel in advance, in writing.



Invoices for Travel and Living costs are to be supported by documentation (receipts) and will be reimbursed in accordance with the Treasury Board Policy and Guidelines on Travel in effect at the time of travel at actual cost with no allowance for mark-up or profit. Charges for air travel shall not exceed that for economy travel.



APPENDIX 1 TO ANNEX A
TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix 2 to Annex A will be provided to the Contractor. Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
2. The vendor should propose one of the pre-qualified Teaching Resources that has been identified at the RFP stage. If any additional resources are proposed, the vendor must provide a proposal that clearly identifies that the additional proposal resource meets the mandatory and rated requirements for the “Teaching Resources”, as per the RFP.
3. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.



**APPENDIX 2 TO ANNEX A
TASK AUTHORIZATION FORM
EXAMPLE: Task Authorization Request and Acceptance Form
Sigma/P2P Task Authorization form will be accepted as well.**

TASK AUTHORIZATION (TA) FORM					
CONTRACTO		CONTRACT NUMBER:			
COMMITMEN		FINANCIAL CODING:			
TASK NUMBER		ISSUE DATE:		RESPONSE REQUIRED BY:	
1. STATEMENT OF WORK (WORK ACTIVITIES AND DELIVERABLES): SEE ATTACHED FOR STATEMENT OF WORK AND CERTIFICATIONS REQUIRED.					
2. PERIOD OF SERVICES:		FROM (DATE):		TO (DATE):	
3. WORK LOCATION:					
4. TRAVEL REQUIREMENTS:					
5. LANGUAGE REQUIREMENTS:					
6. OTHER CONDITIONS/CONSTRAINTS:					
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR' PERSONNEL:					
RESOURCE CATEGORY	NAME OF PROPOS	PWGSC SECURITY FILE	PER DIEM RATE	ESTIMATED # OF DAYS	TOTAL COST
ESTIMATED COST					
GST					
TOTAL LABOUR COST					
ESTIMATED TRAVEL COST (IN ACCORDANCE WITH					
TOTAL ESTIMATED COST					
8. SIGNING AUTHORITIES:					
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor		Contractor (signature)		Date:	
Name, Title and Signature of Individual Authorized to Sign on Behalf of SSC (Technical Authority)		Signature		Date:	
Name, Title and Signature of Individual Authorized to Sign on Behalf of SSC – PVR (Contracting Authority)		SSC-PVR (signature)		Date:	
You are requested to sell to her Majesty The Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached					



**APPENDIX 3 TO ANNEX A
CERTIFICATIONS AT THE TA STAGE**

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the Contractor's quotation when it is submitted to Canada.

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. Furthermore, the Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization.

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

Print name of authorized individual & sign above

Date

3. CERTIFICATION OF STATUS OF PERSONNEL

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

Print name of authorized individual & sign above

Date

4. CERTIFICATION OF LANGUAGE

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors or;

fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date



**ANNEX B
BASIS OF PAYMENT**

Contract Period

During the period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

For the purpose of this Contract, the firm rate is exclusive of meal breaks. Payment will be made for services rendered, with no provision for annual leave, statutory holidays and sick leave.

Services	FIRM RATE
Psychometric Testing Tools	\$_____per test
Training Courses for SSC Facilitators	\$_____per course

B- Option to Extend the Term of the Contract

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

B-1 Extended Contract Option Period 1

Services	FIRM RATE
Psychometric Testing Tools	\$_____per test
Training Courses for SSC Facilitators	\$_____per course

B-2 Extended Contract Option Period 2

Services	FIRM RATE
Psychometric Testing Tools	\$_____per test
Training Courses for SSC Facilitators	\$_____per course



ANNEX C - ICT ACCESSIBILITY REQUIREMENTS

ICT ACCESSIBILITY REQUIREMENTS (BASED ON EN 301 549 – 2018)

Clauses 5.2, 9.1.1.1, 9.1.2.1, 9.1.2.2, 9.1.2.3, 9.1.2.4, 9.1.2.5, 9.1.3.1, 9.1.3.2, 9.1.3.3, 9.1.3.4, 9.1.3.5, 9.1.4.1, 9.1.4.2, 9.1.4.3, 9.1.4.4, 9.1.4.5, 9.1.4.10, 9.1.4.11, 9.1.4.12, 9.1.4.13, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.2.1, 9.2.2.2, 9.2.3.1, 9.2.4.1, 9.2.4.2, 9.2.4.3, 9.2.4.4, 9.2.4.5, 9.2.4.6, 9.2.4.7, 9.2.5.1, 9.2.5.2, 9.2.5.3, 9.2.5.4, 9.3.1.1, 9.3.1.2, 9.3.2.1, 9.3.2.2, 9.3.2.3, 9.3.2.4, 9.3.3.1, 9.3.3.2, 9.3.3.3, 9.3.3.4, 9.4.1.1, 9.4.1.2, 9.4.1.3, 9.5, 10.1.1.1, 10.1.2.1, 10.1.2.2, 10.1.2.3, 10.1.2.4, 10.1.2.5, 10.1.3.1, 10.1.3.2, 10.1.3.3, 10.1.3.4, 10.1.3.5, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5, 10.1.4.10, 10.1.4.11, 10.1.4.12, 10.1.4.13, 10.2.1.1, 10.2.1.2, 10.2.1.4, 10.2.2.1, 10.2.2.2, 10.2.3.1, 10.2.4.2, 10.2.4.3, 10.2.4.4, 10.2.4.6, 10.2.4.7, 10.2.5.1, 10.2.5.2, 10.2.5.3, 10.2.5.4, 10.3.1.1, 10.3.1.2, 10.3.2.1, 10.3.2.2, 10.3.3.1, 10.3.3.2, 10.3.3.3, 10.3.3.4, 10.4.1.1, 10.4.1.2, 10.5, 10.6, 12.1.1, 12.1.2, 12.2.2, 12.2.3 and 12.2.4 have been deemed relevant to this ICT.

5 Generic requirements

5.2 Activation of accessibility features

Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.

9 Web

9.0 General (informative)

Requirements in clause 9 apply to web pages (as defined in clause 3.1) including:

- Conformance with WCAG 2.0 Level AA is equivalent to conforming with clauses 9.1.1, 9.1.2, 9.1.3.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.1.1, 9.2.1.2, 9.2.2, 9.2.3, 9.2.4, 9.3, 9.4.1.1, 9.4.1.2 and the conformance requirements of clause 9.5 of the present document.
- Conformance with WCAG 2.1 Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5 of the present document.
- Requirements for other documents and software are provided in clauses 10 and 11 respectively.

NOTE 1: When evaluating web sites they are evaluated as individual web pages. Web applications, mobile web applications etc. are covered under the definition of web page which is quite broad and covers all web content types.

The web content requirements in clauses 9.1 to 9.4 set out all of the Level A and Level AA Success Criteria from the

W3C Web Content Accessibility Guidelines (WCAG 2.1) [5]:

- Web Pages conforming to WCAG 2.0 Level A and AA also conform to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2 and the conformance requirements of clause 9.5.
- Web Pages that conform to WCAG 2.1 Level AA conform to all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5.
- Web Pages conforming to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2, and the conformance requirements of clause 9.5, also conform to WCAG 2.0 Level AA.



- Web Pages that conform to all of clauses 9.1 to 9.4, and the conformance requirements of clause 9.5, conform to WCAG 2.1 Level AA.

NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500 (2012): "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4].

The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1).

A web page satisfies a WCAG success criterion when the success criterion does not evaluate to false when applied to the web page. This implies that if the success criterion puts conditions on a specific feature and that specific feature does not occur in the web page, then the web page satisfies the success criterion.

NOTE 3: For example, a web page that does not contain pre-recorded audio content in synchronized media will automatically satisfy WCAG success criterion 1.2.2 (captions - pre-recorded) and, in consequence, will also conform to clause 9.1.2.2.

In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA.

NOTE 4: The body of the present document does not include the Level AAA success criteria, both to avoid confusion with the Level A and Level AA based requirements and for harmonisation with other procurement standards.

Web authors and procurement accessibility specialists are encouraged to improve accessibility beyond the requirements of the present document and should therefore consider whether any of the WCAG Level AAA success criteria offer suggestions that may be applicable and relevant to their project, as well as potentially beneficial to some users.

NOTE 5: The W3C states that "It is not recommended that Level AAA conformance be required as a general policy for entire sites because it is not possible to satisfy all Level AAA Success Criteria for some content".

9.1 Perceivable

9.1.1 Text alternatives

9.1.1.1 Non-text content

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.1.1 Non-text content](#).

WCAG 2.1 Success Criterion 1.1.1 Non-text content

[Understanding Non-text Content](#)

[How to Meet Non-text Content](#)

(Level A)

All [non-text content](#) that is presented to the user has a [text alternative](#) that serves the equivalent purpose, except for the situations listed below.



- Controls, Input: If non-text content is a control or accepts user input, then it has a [name](#) that describes its purpose. (Refer to [Success Criterion 4.1.2](#) for additional requirements for controls and content that accepts user input.)
- Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to [Guideline 1.2](#) for additional requirements for media.)
- Test: If non-text content is a test or exercise that would be invalid if presented in [text](#), then text alternatives at least provide descriptive identification of the non-text content.
- Sensory: If non-text content is primarily intended to create a [specific sensory experience](#), then text alternatives at least provide descriptive identification of the non-text content.
- [CAPTCHA](#): If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- Decoration, Formatting, Invisible: If non-text content is [pure decoration](#), is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by [assistive technology](#).

9.1.2 Time-based media

9.1.2.1 Audio-only and video-only (prerecorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only \(Prerecorded\)](#).

WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)

[Understanding Audio-only and Video-only \(Prerecorded\)](#)

[How to Meet Audio-only and Video-only \(Prerecorded\)](#)

(Level A)

For [prerecorded audio-only](#) and prerecorded [video-only](#) media, the following are true, except when the audio or video is a [media alternative for text](#) and is clearly labeled as such:

- Prerecorded Audio-only: An [alternative for time-based media](#) is provided that presents equivalent information for prerecorded audio-only content.
- Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

9.1.2.2 Captions (prerecorded)

Where ICT is a web page, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.2 Captions \(Prerecorded\)](#).

WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)

[Understanding Captions \(Prerecorded\)](#)

[How to Meet Captions \(Prerecorded\)](#)

(Level A)



[Captions](#) are provided for all [prerecorded audio](#) content in [synchronized media](#), except when the media is a [media alternative for text](#) and is clearly labeled as such.

9.1.2.3 Audio description or media alternative (prerecorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative \(Prerecorded\)](#).

WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)

[Understanding Audio Description or Media Alternative \(Prerecorded\)](#)

[How to Meet Audio Description or Media Alternative \(Prerecorded\)](#)

(Level A)

An [alternative for time-based media](#) or audio description of the [prerecorded](#) video content is provided for [synchronized media](#), except when the media is a [media alternative for text](#) and is clearly labeled as such.

9.1.2.4 Captions (live)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.4 Captions \(Live\)](#).

WCAG 2.1 Success Criterion 1.2.4 Captions (Live)

[Understanding Captions \(Live\)](#)

[How to Meet Captions \(Live\)](#)

(Level AA)

[Captions](#) are provided for all [live audio](#) content in [synchronized media](#).

9.1.2.5 Audio description (prerecorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.5 Audio Description \(Prerecorded\)](#).

WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).

[Understanding Audio Description \(Prerecorded\)](#)

[How to Meet Audio Description \(Prerecorded\)](#)

(Level AA)

[Audio description](#) is provided for all [prerecorded video](#) content in [synchronized media](#).

9.1.3 Adaptable



9.1.3.1 Info and relationships

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships](#).

WCAG 2.1 Success Criterion 1.3.1 Info and Relationships

[Understanding Info and Relationships](#)

[How to Meet Info and Relationships](#)

(Level A)

Information, [structure](#), and [relationships](#) conveyed through [presentation](#) can be [programmatically determined](#) or are available in text.

9.1.3.2 Meaningful sequence

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence](#).

WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence

[Understanding Meaningful Sequence](#)

[How to Meet Meaningful Sequence](#)

(Level A)

When the sequence in which content is presented affects its meaning, a [correct reading sequence](#) can be [programmatically determined](#).

9.1.3.3 Sensory characteristics

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics](#).

WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics

[Understanding Sensory Characteristics](#)

[How to Meet Sensory Characteristics](#)

(Level A)

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.

Note: For requirements related to color, refer to [Guideline 1.4](#).

9.1.3.4 Orientation



Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.4 Orientation](#).

WCAG 2.1 Success Criterion 1.3.4 Orientation

[Understanding Orientation](#)

[How to Meet Orientation](#)

(Level AA)

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is [essential](#).

Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.

9.1.3.5 Identify input purpose

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose](#).

WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose

[Understanding Identify Input Purpose](#)

[How to Meet Identify Input Purpose](#)

(Level AA)

The purpose of each input field collecting information about the user can be [programmatically determined](#) when:

- The input field serves a purpose identified in the [Input Purposes for User Interface Components](#) section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

9.1.4 Distinguishable

9.1.4.1 Use of colour

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.1 Use of Color](#).

WCAG 2.1 Success Criterion 1.4.1 Use of Color

[Understanding Use of Color](#)

[How to Meet Use of Color](#)

(Level A)



Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Note: This success criterion addresses color perception specifically. Other forms of perception are covered in [Guideline 1.3](#) including programmatic access to color and other visual presentation coding.

9.1.4.2 Audio control

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.2 Audio Control](#).

WCAG 2.1 Success Criterion 1.4.2 Audio Control

[Understanding Audio Control](#)

[How to Meet Audio Control](#)

(Level A)

If any audio on a Web page plays automatically for more than 3 seconds, either a [mechanism](#) is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.

Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See [Conformance Requirement 5: Non-Interference](#).

9.1.4.3 Contrast (minimum)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.3 Contrast \(Minimum\)](#).

WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)

[Understanding Contrast \(Minimum\)](#)

[How to Meet Contrast \(Minimum\)](#)

(Level AA)

The visual presentation of [text](#) and [images of text](#) has a [contrast ratio](#) of at least 4.5:1, except for the following:

- Large Text: [Large-scale text](#) and images of large-scale text have a contrast ratio of at least 3:1;
- Incidental: Text or images of text that are part of an inactive [user interface component](#), that are [pure decoration](#), that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- Logotypes: Text that is part of a logo or brand name has no contrast requirement.

9.1.4.4 Resize text

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.4 Resize text](#).



WCAG 2.1 Success Criterion 1.4.4 Resize text

[Understanding Resize text](#)

[How to Meet Resize text](#)

(Level AA)

Except for [captions](#) and [images of text](#), [text](#) can be resized without [assistive technology](#) up to 200 percent without loss of content or functionality.

9.1.4.5 Images of text

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.5 Images of Text](#).

WCAG 2.1 Success Criterion 1.4.5 Images of Text.

[Understanding Images of Text](#)

[How to Meet Images of Text](#)

(Level AA)

If the technologies being used can achieve the visual presentation, [text](#) is used to convey information rather than [images of text](#) except for the following:

- Customizable: The image of text can be [visually customized](#) to the user's requirements;
- Essential: A particular presentation of text is [essential](#) to the information being conveyed.

Note: Logotypes (text that is part of a logo or brand name) are considered essential.

9.1.4.10 Reflow

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.10 Reflow](#).

WCAG 2.1 Success Criterion 1.4.10 Reflow

[Understanding Reflow](#)

[How to Meet Reflow](#)

(Level AA)

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 [CSS pixels](#);
- Horizontal scrolling content at a height equivalent to 256 [CSS pixels](#).



Except for parts of the content which require two-dimensional layout for usage or meaning.

Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.

Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.

9.1.4.11 Non-text contrast

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast](#).

WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast

[Understanding Non-text Contrast](#)

[How to Meet Non-text Contrast](#)

(Level AA)

The visual [presentation](#) of the following have a [contrast ratio](#) of at least 3:1 against adjacent color(s):

- User Interface Components: Visual information required to identify [user interface components](#) and [states](#), except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is [essential](#) to the information being conveyed.

9.1.4.12 Text spacing

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.12 Text spacing](#).

WCAG 2.1 Success Criterion 1.4.12 Text spacing

[Understanding Text Spacing](#)

[How to Meet Text Spacing](#)

(Level AA)

In content implemented using markup languages that support the following [text style properties](#), no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.



Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.

9.1.4.13 Content on hover or focus

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus](#).

WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus

[Understanding Content on Hover or Focus](#)

[How to Meet Content on Hover or Focus](#)

(Level AA)

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- Dismissible: A [mechanism](#) is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an [input error](#) or does not obscure or replace other content;
- Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML [title attribute](#).

Note: Custom tooltips, sub-menus, and other non-modal popups that display on hover and focus are examples of additional content covered by this criterion.

9.2 Operable

9.2.1 Keyboard accessible

9.2.1.1 Keyboard

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.1 Keyboard](#).

WCAG 2.1 Success Criterion 2.1.1 Keyboard

[Understanding Keyboard](#)

[How to Meet Keyboard](#)

(Level A)



All [functionality](#) of the content is operable through a [keyboard interface](#) without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

9.2.1.2 No keyboard trap

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap](#).

WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap

[Understanding No Keyboard Trap](#)

[How to Meet No Keyboard Trap](#)

(Level A)

If keyboard focus can be moved to a component of the page using a [keyboard interface](#), then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See [Conformance Requirement 5: Non-Interference](#).

9.2.1.4 Character key shortcuts

Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion [2.1.4 Character Key Shortcuts](#).

WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts

[Understanding Character Key Shortcuts](#)

[How to Meet Character Key Shortcuts](#)

(Level A)

If a [keyboard shortcut](#) is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

- Turn off: A [mechanism](#) is available to turn the shortcut off;
- Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);



- Active only on focus: The keyboard shortcut for a [user interface component](#) is only active when that component has focus.

9.2.2 Enough time

9.2.2.1 Timing adjustable

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable](#).

WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable

[Understanding Timing Adjustable](#)

[How to Meet Timing Adjustable](#)

(Level A)

For each time limit that is set by the content, at least one of the following is true:

- Turn off: The user is allowed to turn off the time limit before encountering it; or
- Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
- Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or
- Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
- Essential Exception: The time limit is [essential](#) and extending it would invalidate the activity; or
- 20 Hour Exception: The time limit is longer than 20 hours.

Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with [Success Criterion 3.2.1](#), which puts limits on changes of content or context as a result of user action.

9.2.2.2 Pause, stop, hide

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide](#).

WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide

[Understanding Pause, Stop, Hide](#)

[How to Meet Pause, Stop, Hide](#)

(Level A)

For moving, [blinking](#), scrolling, or auto-updating information, all of the following are true:

- Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content,



there is a mechanism for the user to [pause](#), stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is [essential](#); and

- Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

Note: For requirements related to flickering or flashing content, refer to [Guideline 2.3](#).

Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See [Conformance Requirement 5: Non-Interference](#).

Note: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.

Note: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.

9.2.3 Seizures and physical reactions

9.2.3.1 Three flashes or below threshold

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold](#).

WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold

[Understanding Three Flashes or Below Threshold](#)

[How to Meet Three Flashes or Below Threshold](#)

(Level A)

[Web pages](#) do not contain anything that flashes more than three times in any one second period, or the [flash](#) is below the [general flash and red flash thresholds](#).

Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See [Conformance Requirement 5: Non-Interference](#).

9.2.4 Navigable

9.2.4.1 Bypass blocks

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks](#).

WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks

[Understanding Bypass Blocks](#)



[How to Meet Bypass Blocks](#)

(Level A)

A [mechanism](#) is available to bypass blocks of content that are repeated on multiple [Web pages](#).

9.2.4.2 Page titled

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.2 Page Titled](#).

WCAG 2.1 Success Criterion 2.4.2 Page Titled

[Understanding Page Titled](#)

[How to Meet Page Titled](#)

(Level A)

[Web pages](#) have titles that describe topic or purpose.

9.2.4.3 Focus Order

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.3 Focus Order](#).

WCAG 2.1 Success Criterion 2.4.3 Focus Order

[Understanding Focus Order](#)

[How to Meet Focus Order](#)

(Level A)

If a [Web page](#) can be [navigated sequentially](#) and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

9.2.4.4 Link purpose (in context)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.4 Link Purpose \(In Context\)](#)-

WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)

[Understanding Link Purpose \(In Context\)](#)

[How to Meet Link Purpose \(In Context\)](#)

(Level A)



The [purpose of each link](#) can be determined from the link text alone or from the link text together with its [programmatically determined link context](#), except where the purpose of the link would be [ambiguous to users in general](#).

9.2.4.5 Multiple ways

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.5 Multiple Ways](#).

WCAG 2.1 Success Criterion 2.4.5 Multiple Ways

[Understanding Multiple Ways](#)

[How to Meet Multiple Ways](#)

(Level AA)

More than one way is available to locate a [Web page](#) within a [set of Web pages](#) except where the Web Page is the result of, or a step in, a [process](#).

9.2.4.6 Headings and labels

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.6 Headings and Labels](#).

WCAG 2.1 Success Criterion 2.4.6 Headings and Labels

[Understanding Headings and Labels](#)

[How to Meet Headings and Labels](#)

(Level AA)

Headings and [labels](#) describe topic or purpose.

9.2.4.7 Focus visible

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.7 Focus Visible](#).

WCAG 2.1 Success Criterion 2.4.7 Focus Visible

[Understanding Focus Visible](#)

[How to Meet Focus Visible](#)

(Level AA)

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

9.2.5 Input modalities



9.2.5.1 Pointer gestures

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures](#).

WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures

[Understanding Pointer Gestures](#)

[How to Meet Pointer Gestures](#)

(Level A)

All [functionality](#) that uses multipoint or path-based gestures for operation can be operated with a [single pointer](#) without a path-based gesture, unless a multipoint or path-based gesture is [essential](#).

Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

9.2.5.2 Pointer cancellation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation](#).

WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation

[Understanding Pointer Cancellation](#)

[How to Meet Pointer Cancellation](#)

(Level A)

For [functionality](#) that can be operated using a [single pointer](#), at least one of the following is true:

- No Down-Event: The [down-event](#) of the pointer is not used to execute any part of the function;
- Abort or Undo: Completion of the function is on the [up-event](#), and a [mechanism](#) is available to abort the function before completion or to undo the function after completion;
- Up Reversal: The up-event reverses any outcome of the preceding down-event;
- Essential: Completing the function on the down-event is [essential](#).

Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.

Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

9.2.5.3 Label in name

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.3 Label in Name](#).

WCAG 2.1 Success Criterion 2.5.3 Label in Name



[Understanding Label in Name](#)

[How to Meet Label in Name](#)

(Level A)

For user [interface components](#) with [labels](#) that include [text](#) or [images of text](#), the [name](#) contains the text that is presented visually.

Note: A best practice is to have the text of the label at the start of the name.

9.2.5.4 Motion actuation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.4 Motion Actuation](#).

WCAG 2.1 Success Criterion 2.5.4 Motion Actuation

[Understanding Motion Actuation](#)

[How to Meet Motion Actuation](#)

(Level A)

[Functionality](#) that can be operated by device motion or user motion can also be operated by [user interface components](#) and responding to the motion can be disabled to prevent accidental actuation, except when:

- Supported Interface: The motion is used to operate functionality through an [accessibility supported](#) interface;
- Essential: The motion is [essential](#) for the function and doing so would invalidate the activity.

9.3 Understandable

9.3.1 Readable

9.3.1.1 Language of page

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.1.1 Language of Page](#).

WCAG 2.1 Success Criterion 3.1.1 Language of Page

[Understanding Language of Page](#)

[How to Meet Language of Page](#)

(Level A)

The default [human language](#) of each [Web page](#) can be [programmatically determined](#).

9.3.1.2 Language of parts



Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.1.2 Language of Parts](#).

WCAG 2.1 Success Criterion 3.1.2 Language of Parts

[Understanding Language of Parts](#)

[How to Meet Language of Parts](#)

(Level AA)

The [human language](#) of each passage or phrase in the content can be [programmatically determined](#) except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

9.3.2 Predictable

9.3.2.1 On focus

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.1 On Focus](#).

WCAG 2.1 Success Criterion 3.2.1 On Focus

[Understanding On Focus](#)

[How to Meet On Focus](#)

(Level A)

When any [user interface component](#) receives focus, it does not initiate a [change of context](#).

9.3.2.2 On input

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.2 On Input](#).

WCAG 2.1 Success Criterion 3.2.2 On Input

[Understanding On Input](#)

[How to Meet On Input](#)

(Level A)

Changing the setting of any [user interface component](#) does not automatically cause a [change of context](#) unless the user has been advised of the behavior before using the component.

9.3.2.3 Consistent navigation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation](#).

WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation



[Understanding Consistent Navigation](#)

[How to Meet Consistent Navigation](#)

(Level AA)

Navigational mechanisms that are repeated on multiple [Web pages](#) within a [set of Web pages](#) occur in the [same relative order](#) each time they are repeated, unless a change is initiated by the user.

9.3.2.4 Consistent identification

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.4 Consistent Identification](#).

WCAG 2.1 Success Criterion 3.2.4 Consistent Identification

[Understanding Consistent Identification](#)

[How to Meet Consistent Identification](#)

(Level AA)

Components that have the [same functionality](#) within a [set of Web pages](#) are identified consistently.

9.3.3 Input assistance

9.3.3.1 Error identification

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.1 Error Identification](#).

WCAG 2.1 Success Criterion 3.3.1 Error Identification

[Understanding Error Identification](#)

[How to Meet Error Identification](#)

(Level A)

If an [input error](#) is automatically detected, the item that is in error is identified and the error is described to the user in text.

9.3.3.2 Labels or instructions

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions](#).

WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions

[Understanding Labels or Instructions](#)

[How to Meet Labels or Instructions](#)



(Level A)

[Labels](#) or instructions are provided when content requires user input.

9.3.3.3 Error suggestion

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.3 Error Suggestion](#).

WCAG 2.1 Success Criterion 3.3.3 Error Suggestion

[Understanding Error Suggestion](#)

[How to Meet Error Suggestion](#)

(Level AA)

If an [input error](#) is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

9.3.3.4 Error prevention (legal, financial, data)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.4 Error Prevention \(Legal, Financial, Data\)](#).

WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)

[Understanding Error Prevention \(Legal, Financial, Data\)](#)

[How to Meet Error Prevention \(Legal, Financial, Data\)](#)

(Level AA)

For [Web pages](#) that cause [legal commitments](#) or financial transactions for the user to occur, that modify or delete [user-controllable](#) data in data storage systems, or that submit user test responses, at least one of the following is true:

- Reversible: Submissions are reversible.
- Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
- Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

9.4 Robust

9.4.1 Compatible

9.4.1.1 Parsing

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.1 Parsing](#).

WCAG 2.1 Success Criterion 4.1.1 Parsing



[Understanding Parsing](#)

[How to Meet Parsing](#)

(Level A)

In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

9.4.1.2 Name, role, value

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value](#).

WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value

[Understanding Name, Role, Value](#)

[How to Meet Name, Role, Value](#)

(Level A)

For all [user interface components](#) (including but not limited to: form elements, links and components generated by scripts), the [name](#) and [role](#) can be [programmatically determined](#); states, properties, and values that can be set by the user can be [programmatically set](#); and notification of changes to these items is available to [user agents](#), including [assistive technologies](#).

Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

9.4.1.3 Status messages

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.3 Status Messages](#).

WCAG 2.1 Success Criterion 4.1.3 Status Messages

[Understanding Status Messages](#)

[How to Meet Status Messages](#)

(Level AA)

In content implemented using markup languages, [status messages](#) can be [programmatically determined](#) through [role](#) or properties such that they can be presented to the user by [assistive technologies](#) without receiving focus.



9.5 WCAG conformance requirements

Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5].

1. Conformance level
2. Full pages
3. Complete processes
4. Only Accessibility-Supported Ways of Using Technologies
5. Non-interference

NOTE 1: A Web page that meets all of requirements 9.1 to 9.4, or where a Level AA conforming alternate version (as defined in WCAG 2.1 [5]) is provided, will meet conformance requirement 1.

NOTE 2: According to W3C: "WCAG 2.1 extends Web Content Accessibility Guidelines 2.0 [4], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0, and therefore to policies that reference WCAG 2.0" [4].

NOTE 3: Conformance requirement 5 states that all content on the page, including content that is not otherwise relied upon to meet conformance, meets clauses 9.1.4.2, 9.2.1.2, 9.2.2.2 and 9.2.3.1.

WCAG 2.1 conformance requirements at Level AA [5]

10 Non-web documents

10.0 General (informative)

Requirements in clause 10 apply to documents:

- that are not web pages;
- that are not embedded in web pages;
- that are embedded in web pages and that are not used in the rendering and that are not intended to be rendered together with the web page in which they are embedded.

Clause 9 provides requirements for documents that are in web pages or that are embedded in web pages and that are used in the rendering or that are intended to be rendered together with the web page in which they are embedded.

NOTE 1: Some examples of documents are letters, spreadsheets, emails, books, pictures, presentations, and movies that have an associated user agent such as a document reader, editor or media player.

NOTE 2: A single document may be composed of multiple files such as the video content, closed caption text, etc. This fact is not usually apparent to the end-user consuming the document/content.

NOTE 3: Documents require a user agent in order for the content to be presented to users. The requirements for user agents can be found in clause 11.

NOTE 4: The requirements for content that is part of software, can be found in clause 11.

NOTE 5: The success criteria set out in clause 10 are intended to harmonize with the Working Group Note [i.26] produced by the W3C's [WCAG2ICT Task Force](#).



10.1 Perceivable
10.1.1 Text alternatives
10.1.1.1 Non-text content

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.1.1 Non-text Content](#).

NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate.

WCAG 2.1 Success Criterion 1.1.1 Non-text Content

[Understanding Non-text Content](#)

[How to Meet Non-text Content](#)

(Level A)

All [non-text content](#) that is presented to the user has a [text alternative](#) that serves the equivalent purpose, except for the situations listed below.

- Controls, Input: If non-text content is a control or accepts user input, then it has a [name](#) that describes its purpose. (Refer to [Success Criterion 4.1.2](#) for additional requirements for controls and content that accepts user input.)
- Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to [Guideline 1.2](#) for additional requirements for media.)
- Test: If non-text content is a test or exercise that would be invalid if presented in [text](#), then text alternatives at least provide descriptive identification of the non-text content.
- Sensory: If non-text content is primarily intended to create a [specific sensory experience](#), then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA**: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- Decoration, Formatting, Invisible: If non-text content is [pure decoration](#), is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by [assistive technology](#).

10.1.2 Time-based media
10.1.2.1 Audio-only and video-only (prerecorded)

Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only \(Prerecorded\)](#).

NOTE: The alternative can be provided directly in the document - or provided in an alternate version that meets the success criterion.

Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)

[Understanding Audio-only and Video-only \(Prerecorded\)](#)



[How to Meet Audio-only and Video-only \(Prerecorded\)](#)

(Level A)

For [prerecorded audio-only](#) and prerecorded [video-only](#) media, the following are true, except when the audio or video is a [media alternative for text](#) and is clearly labeled as such:

- Prerecorded Audio-only: An [alternative for time-based media](#) is provided that presents equivalent information for prerecorded audio-only content.
- Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

10.1.2.2 Captions (prerecorded)

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.2 Captions \(Prerecorded\)](#).

NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location".

WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).

[Understanding Captions \(Prerecorded\)](#)

[How to Meet Captions \(Prerecorded\)](#)

(Level A)

[Captions](#) are provided for all [prerecorded](#) audio content in [synchronized media](#), except when the media is a [media alternative for text](#) and is clearly labeled as such.

10.1.2.3 Audio description or media alternative (prerecorded)

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative \(Prerecorded\)](#).

NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "Also called 'video description' and 'descriptive narration'".

NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose.

WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).

[Understanding Audio Description or Media Alternative \(Prerecorded\)](#)

[How to Meet Audio Description or Media Alternative \(Prerecorded\)](#)



(Level A)

An [alternative for time-based media](#) or [audio description](#) of the [prerecorded video](#) content is provided for [synchronized media](#), except when the media is a [media alternative for text](#) and is clearly labeled as such.

10.1.2.4 Captions (live)

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.4 Captions \(Live\)](#).

NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location".

WCAG 2.1 Success Criterion 1.2.4 Captions (Live)

[Understanding Captions \(Live\)](#)

[How to Meet Captions \(Live\)](#)

(Level AA)

[Captions](#) are provided for all [live audio](#) content in [synchronized media](#).

10.1.2.5 Audio description (prerecorded)

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.5 Audio Description \(Prerecorded\)](#).

NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'".

NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose.

WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)

[Understanding Audio Description \(Prerecorded\)](#)

[How to Meet Audio Description \(Prerecorded\)](#)

(Level AA)

[Audio description](#) is provided for all [prerecorded video](#) content in [synchronized media](#).

10.1.3 Adaptable

10.1.3.1 Info and relationships



Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships](#).

WCAG 2.1 Success Criterion 1.3.1 Info and Relationships

[Understanding Info and Relationships](#)

[How to Meet Info and Relationships](#)

(Level A)

Information, [structure](#), and [relationships](#) conveyed through [presentation](#) can be [programmatically determined](#) or are available in text.

10.1.3.2 Meaningful sequence

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence](#).

WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence

[Understanding Meaningful Sequence](#)

[How to Meet Meaningful Sequence](#)

(Level A)

When the sequence in which content is presented affects its meaning, a [correct reading sequence](#) can be [programmatically determined](#).

10.1.3.3 Sensory characteristics

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics](#).

WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.

[Understanding Sensory Characteristics](#)

[How to Meet Sensory Characteristics](#)

(Level A)

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.

Note: For requirements related to color, refer to WCAG 2.1 - [Guideline 1.4](#).

10.1.3.4 Orientation



Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.4 Orientation](#).

WCAG 2.1 Success Criterion 1.3.4 Orientation

[Understanding Orientation](#)

[How to Meet Orientation](#)

(Level AA)

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is [essential](#).

Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.

10.1.3.5 Identify input purpose

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose](#).

WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose

[Understanding Identify Input Purpose](#)

[How to Meet Identify Input Purpose](#)

(Level AA)

The purpose of each input field collecting information about the user can be [programmatically determined](#) when:

- The input field serves a purpose identified in the [Input Purposes for User Interface Components](#) section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

10.1.4 Distinguishable

10.1.4.1 Use of colour

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.1 Use of Color](#).

WCAG 2.1 Success Criterion 1.4.1 Use of Color.

[Understanding Use of Color](#)

[How to Meet Use of Color](#)

(Level A)



Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Note: This success criterion addresses color perception specifically. Other forms of perception are covered in [Guideline 1.3](#) including programmatic access to color and other visual presentation coding.

10.1.4.2 Audio control

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.1.

Table 10.1: Document success criterion: Audio control

If any audio in a document plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a [mechanism](#) is available to control audio volume independently from the overall system volume level.

NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, all content in the document (whether or not it is used to meet other success criteria) shall meet this success criterion.

NOTE 2: This success criterion is identical to the [WCAG 2.1 Success Criterion 1.4.2 Audio Control](#), replacing "on a Web page" with "in a document" "any content" with "any part of a document", "whole page" with "whole document", "on the Web page" with "in the document", removing "See Conformance Requirement 5: Non-Interference" and adding note 1.

WCAG 2.1 Success Criterion 1.4.2 Audio Control

[Understanding Audio Control](#)

[How to Meet Audio Control](#)

(Level A)

10.1.4.3 Contrast (minimum)

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.3 Contrast \(Minimum\)](#).

WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)

[Understanding Contrast \(Minimum\)](#)

[How to Meet Contrast \(Minimum\)](#)

(Level AA)

The visual presentation of [text](#) and [images of text](#) has a [contrast ratio](#) of at least 4.5:1, except for the following:

- Large Text: [Large-scale](#) text and images of large-scale text have a contrast ratio of at least 3:1;



- Incidental: Text or images of text that are part of an inactive [user interface component](#), that are [pure decoration](#), that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- Logotypes: Text that is part of a logo or brand name has no contrast requirement.

10.1.4.4 Resize text

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.4 Resize Text](#).

NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom.

NOTE 2: This success criterion is about the ability to allow users to enlarge the text on screen at least up to 200 % without needing to use assistive technologies. This means that the application provides some means for enlarging the text 200 % (zoom or otherwise) without loss of content or functionality or that the application works with the platform features that meet this requirement.

WCAG 2.1 Success Criterion 1.4.4 Resize Text

[Understanding Resize text](#)

[How to Meet Resize text](#)

(Level AA)

Except for [captions](#) and [images of text](#), [text](#) can be resized without [assistive technology](#) up to 200 percent without loss of content or functionality.

10.1.4.5 Images of text

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.5 Images of Text](#).

WCAG 2.1 Success Criterion 1.4.5 Images of Text

[Understanding Images of Text](#)

[How to Meet Images of Text](#)

(Level AA)

If the technologies being used can achieve the visual presentation, [text](#) is used to convey information rather than [images of text](#) except for the following:

- Customizable: The image of text can be [visually customized](#) to the user's requirements;
- Essential: A particular presentation of text is [essential](#) to the information being conveyed.

Note: Logotypes (text that is part of a logo or brand name) are considered essential.

10.1.4.10 Reflow



Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.2.

Table 10.2: Document success criterion: Reflow

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 [CSS pixels](#);
- Horizontal scrolling content at a height equivalent to 256 [CSS pixels](#).

Except for parts of the content which require two-dimensional layout for usage or meaning.

NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For documents which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.

NOTE 2: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.

NOTE 3: This success criterion is identical to the [WCAG 2.1 Success Criterion 1.4.10 Reflow](#) replacing the original WCAG 2.1 notes with notes 1 and 2, above.

WCAG 2.1 Success Criterion 1.4.10 Reflow

[Understanding Reflow](#)

[How to Meet Reflow](#)

(Level AA)

10.1.4.11 Non-text contrast

Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast](#).

WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.

[Understanding Non-text Contrast](#)

[How to Meet Non-text Contrast](#)

(Level AA)

The visual [presentation](#) of the following have a [contrast ratio](#) of at least 3:1 against adjacent color(s):

- User Interface Components: Visual information required to identify [user interface components](#) and [states](#), except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is [essential](#) to the information being conveyed.



10.1.4.12 Text spacing

Where ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy [WCAG 2.1 Success Criterion 1.4.12 Text spacing](#).

WCAG 2.1 Success Criterion 1.4.12 Text spacing

[Understanding Text Spacing](#)

[How to Meet Text Spacing](#)

(Level AA)

In content implemented using markup languages that support the following [text style properties](#), no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.

10.1.4.13 Content on hover or focus

Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus](#).

WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.

[Understanding Content on Hover or Focus](#)

[How to Meet Content on Hover or Focus](#)

(Level AA)

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- Dismissible: A [mechanism](#) is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an [input error](#) or does not obscure or replace other content;
- Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.



Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML [title attribute](#).

Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.

- 10.2 Operable
- 10.2.1 Keyboard accessible
- 10.2.1.1 Keyboard

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.1.1 Keyboard](#).

WCAG 2.1 Success Criterion 2.1.1 Keyboard

[Understanding Keyboard](#)

[How to Meet Keyboard](#)

(Level A)

All [functionality](#) of the content is operable through a [keyboard interface](#) without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

10.2.1.2 No keyboard trap

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.3.

Table 10.3: Document success criterion: No keyboard trap

If keyboard focus can be moved to a component of the document using a [keyboard interface](#), then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether or not it is used to meet other success criteria) to meet this success criterion.

NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting.

NOTE 3: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap](#) replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" and with the addition of note 2 above and with note 1 above re-drafted to avoid the use of the word "must".



WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap

[Understanding No Keyboard Trap](#)

[How to Meet No Keyboard Trap](#)

(Level A)

10.2.1.4 Character key shortcuts

Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts](#).

WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts

[Understanding Character Key Shortcuts](#)

[How to Meet Character Key Shortcuts](#)

(Level A)

If a [keyboard shortcut](#) is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

- Turn off: A [mechanism](#) is available to turn the shortcut off;
- Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);
- Active only on focus: The keyboard shortcut for a [user interface component](#) is only active when that component has focus.

10.2.2 Enough time

10.2.2.1 Timing adjustable

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.4.

Table 10.4: Document success criterion: Timing adjustable

For each time limit that is set by the document, at least one of the following is true:

- Turn off: The user is allowed to turn off the time limit before encountering it; or
- Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
- Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or
- Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
- Essential Exception: The time limit is [essential](#) and extending it would invalidate the activity; or
- 20 Hour Exception: The time limit is longer than 20 hours.

NOTE 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction



with [WCAG 2.1 Success Criterion 3.2.1](#), which puts limits on changes of content or context as a result of user action.

NOTE 2: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable](#) replacing "the content" with "documents" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above.

WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable

[Understanding Timing Adjustable](#)

[How to Meet Timing Adjustable](#)

(Level A)

10.2.2.2 Pause, stop, hide

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.5.

Table 10.5: Document success criterion: Pause, stop, hide

For moving, [blinking](#), scrolling, or auto-updating information, all of the following are true:

- Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to [pause](#), stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is [essential](#); and
- Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

NOTE 1: For requirements related to flickering or flashing content, refer to [WCAG 2.1 Guideline 2.3](#).

NOTE 2: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion.

NOTE 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.

NOTE 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.

NOTE 5: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide](#) replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" in note 2 of the success criterion, with the words "WCAG 2.1" added before the word "Guideline" in note 1 above and with note 2 above re-drafted to avoid the use of the word "must".

Guideline 2.3 Seizures and Physical Reactions



Do not design content in a way that is known to cause seizures or physical reactions.

WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide

[Understanding Pause, Stop, Hide](#)

[How to Meet Pause, Stop, Hide](#)

(Level A)

10.2.3 Seizures and physical reactions
10.2.3.1 Three flashes or below threshold

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.6.

Table 10.6: Document success criterion: Three flashes or below threshold

Documents do not contain anything that flashes more than three times in any one second period, or the [flash](#) is below the [general flash and red flash thresholds](#).

NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion.

NOTE 2: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold](#) replacing "Web pages" with "documents", "the whole page" with "the whole document", "the Web page" with "the document" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must".

WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold

[Understanding Three Flashes or Below Threshold](#)

[How to Meet Three Flashes or Below Threshold](#)

(Level A)

10.2.4 Navigable
10.2.4.2 Document titled

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.7.

Table 10.7: Document success criterion: Document titled

Documents have titles that describe topic or purpose.

NOTE 1: The name of a document (e.g. document, media file) is a sufficient title if it describes the topic or purpose.

NOTE 2: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.4.2 Page Titled](#) replacing "Web pages" with "documents" and with the addition of note 1 above.



WCAG 2.1 Success Criterion 2.4.2 Page Titled

[Understanding Page Titled](#)

[How to Meet Page Titled](#)

(Level A)

10.2.4.3 Focus Order

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.8.

Table 10.8: Document success criterion: Focus order

If a document can be [navigated sequentially](#) and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

NOTE: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.4.3 Focus Order](#) replacing "Web page" with "document".

WCAG 2.1 Success Criterion 2.4.3 Focus Order

[Understanding Focus Order](#)

[How to Meet Focus Order](#)

(Level A)

10.2.4.4 Link purpose (in context)

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.4 Link Purpose \(In Context\)](#).

WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)

[Understanding Link Purpose \(In Context\)](#)

[How to Meet Link Purpose \(In Context\)](#)

(Level A)

The [purpose of each link](#) can be determined from the link text alone or from the link text together with its [programmatically determined link context](#), except where the purpose of the link would be [ambiguous to users in general](#).

10.2.4.6 Headings and labels

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.6 Headings and Labels](#).

WCAG 2.1 Success Criterion 2.4.6 Headings and Labels



[Understanding Headings and Labels](#)

[How to Meet Headings and Labels](#)

(Level AA)

Headings and [labels](#) describe topic or purpose

10.2.4.7 Focus visible

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.7 Focus Visible](#)

WCAG 2.1 Success Criterion 2.4.7 Focus Visible

[Understanding Focus Visible](#)

[How to Meet Focus Visible](#)

(Level AA)

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

10.2.5 Input modalities

10.2.5.1 Pointer gestures

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.9.

Table 10.9: Document success criterion: Pointer gestures

All [functionality](#) that uses multipoint or path-based gestures for operation can be operated with a [single pointer](#) without a path-based gesture, unless a multipoint or path-based gesture is [essential](#).

NOTE 1: This requirement applies to documents that interpret pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

NOTE 2: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures](#) replacing the original WCAG 2.1 note with note 1 above.

WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures

[Understanding Pointer Gestures](#)

[How to Meet Pointer Gestures](#)

(Level A)

10.2.5.2 Pointer cancellation

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.10.

Table 10.10: Document success criterion: Pointer cancellation



For [functionality](#) that can be operated using a [single pointer](#), at least one of the following is true:

- No Down-Event: The [down-event](#) of the pointer is not used to execute any part of the function;
- Abort or Undo: Completion of the function is on the [up-event](#), and a [mechanism](#) is available to abort the function before completion or to undo the function after completion;
- Up Reversal: The up-event reverses any outcome of the preceding down-event;
- Essential: Completing the function on the down-event is [essential](#).

NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential.

NOTE 2: This requirement applies to a document that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

NOTE 3: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation](#) replacing the original WCAG 2.1 note with notes 1 and 2 above.

WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation

[Understanding Pointer Cancellation](#)

[How to Meet Pointer Cancellation](#)

(Level A)

10.2.5.3 Label in name

Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 2.5.3 Label in Name](#).

WCAG 2.1 Success Criterion 2.5.3 Label in Name

[Understanding Label in Name](#)

[How to Meet Label in Name](#)

(Level A)

For [user interface components](#) with [labels](#) that include [text](#) or [images of text](#), the [name](#) contains the text that is presented visually.

Note: A best practice is to have the text of the label at the start of the name.

10.2.5.4 Motion actuation

Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 2.5.4 Motion Actuation](#).

WCAG 2.1 Success Criterion 2.5.4 Motion Actuation

[Understanding Motion Actuation](#)

[How to Meet Motion Actuation](#)



(Level A)

[Functionality](#) that can be operated by device motion or user motion can also be operated by [user interface components](#) and responding to the motion can be disabled to prevent accidental actuation, except when:

- Supported Interface: The motion is used to operate functionality through an [accessibility supported interface](#);
- Essential: The motion is [essential](#) for the function and doing so would invalidate the activity.

10.3 Understandable

10.3.1 Readable

10.3.1.1 Language of page

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.11.

Table 10.11: Document success criterion: Language of page

The default [human language](#) of each document can be [programmatically determined](#).

NOTE: This success criterion is identical to the [WCAG 2.1 Success Criterion 3.1.1 Language of Page](#) replacing "web page" with "document".

WCAG 2.1 Success Criterion 3.1.1 Language of Page

[Understanding Language of Page](#)

[How to Meet Language of Page](#)

(Level A)

10.3.1.2 Language of parts

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.12.

Table 10.12: Document success criterion: Language of parts

The [human language](#) of each passage or phrase in the document can be [programmatically determined](#) except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

NOTE 1: There are some document technologies where there is no assistive technology supported method for marking the language for the different passages or phrases in the document, and it would not be possible to meet this success criterion with those technologies.

NOTE 2: Inheritance is one common method. For example a document provides the language that it is using and it can be assumed that all of the text or user interface elements within that document will be using the same language unless it is indicated.

NOTE 3: This success criterion is identical to the [WCAG 2.1 Success Criterion 3.1.2 Language of Parts](#) replacing "content" with "document" and with the addition of notes 1 and 2 above.

WCAG 2.1 Success Criterion 3.1.2 Language of Parts



[Understanding Language of Parts](#)

[How to Meet Language of Parts](#)

(Level AA)

10.3.2 Predictable
10.3.2.1 On focus

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.2.1 On Focus](#).

NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and editing functionality depending upon what portion of the compound document is being interacted with (e.g. a presentation that contains an embedded spreadsheet, where the menus and toolbars of the user agent change depending upon whether the user is interacting with the presentation content, or the embedded spreadsheet content). If the user uses a mechanism other than putting focus on that portion of the compound document with which they mean to interact (e.g. by a menu choice or special keyboard gesture), any resulting change of context would not be subject to this success criterion because it was not caused by a change of focus.

WCAG 2.1 Success Criterion 3.2.1 On Focus

[Understanding On Focus](#)

[How to Meet On Focus](#)

(Level A)

When any [user interface component](#) receives focus, it does not initiate a [change of context](#).

10.3.2.2 On input

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.2.2 On Input](#).

WCAG 2.1 Success Criterion 3.2.2 On Input

[Understanding On Input](#)

[How to Meet On Input](#)

(Level A)

Changing the setting of any [user interface component](#) does not automatically cause a [change of context](#) unless the user has been advised of the behavior before using the component.

10.3.3 Input assistance
10.3.3.1 Error identification

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.1 Error Identification](#).

WCAG 2.1 Success Criterion 3.3.1 Error Identification



[Understanding Error Identification](#)

[How to Meet Error Identification](#)

(Level A)

If an [input error](#) is automatically detected, the item that is in error is identified and the error is described to the user in text.

10.3.3.2 Labels or instructions

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions](#).

WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions

[Understanding Labels or Instructions](#)

[How to Meet Labels or Instructions](#)

(Level A)

[Labels](#) or instructions are provided when content requires user input.

10.3.3.3 Error suggestion

Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.3 Error Suggestion](#).

WCAG 2.1 Success Criterion 3.3.3 Error Suggestion

[Understanding Error Suggestion](#)

[How to Meet Error Suggestion](#)

(Level AA)

If an [input error](#) is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

10.3.3.4 Error prevention (legal, financial, data)

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.13.

Table 10.13: Document success criterion: Error prevention (legal, financial, data)

For documents that cause [legal commitments](#) or financial transactions for the user to occur, that modify or delete [user-controllable](#) data in data storage systems, or that submit user test responses, at least one of the following is true:

1. Reversible: Submissions are reversible.



2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

NOTE: This success criterion is identical to the [WCAG 2.1 Success Criterion 3.3.4 Error Prevention \(Legal, Financial, Data\)](#) replacing "web pages" with "documents".

WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)

[Understanding Error Prevention \(Legal, Financial, Data\)](#)

[How to Meet Error Prevention \(Legal, Financial, Data\)](#)

(Level AA)

- 10.4 Robust
- 10.4.1 Compatible
- 10.4.1.1 Parsing

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.14.

Table 10.14: Document success criterion: Parsing

For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

NOTE 1: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

NOTE 2: Markup is not always available to assistive technology or to user selectable user agents such as browsers. In such cases, conformance to this provision would have no impact on accessibility as it can for web content where it is exposed.

NOTE 3: Examples of markup that is separately exposed and available to assistive technologies and to user agents include but are not limited to: documents encoded in HTML, ODF, and OOXML. In these examples, the markup can be parsed entirely in two ways: (a) by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats.

NOTE 4: This success criterion is identical to [the WCAG 2.1 Success Criterion 4.1.1 Parsing](#) replacing "In content implemented using markup languages" with "For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent" with the addition of notes 2 and 3 above.

WCAG 2.1 Success Criterion 4.1.1 Parsing

[Understanding Parsing](#)

[How to Meet Parsing](#)



(Level A)

10.4.1.2 Name, role, value

Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.15.

Table 10.15: Document success criterion: Name, role, value

For all [user interface components](#) (including but not limited to: form elements, links and components generated by scripts), the [name](#) and [role](#) can be [programmatically determined](#); states, properties, and values that can be set by the user can be [programmatically set](#); and notification of changes to these items is available to [user agents](#), including [assistive technologies](#).

NOTE 1: This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification.

NOTE 2: For document formats that support interoperability with assistive technology, standard user interface components often meet this success criterion when used according to the general design and accessibility guidance for the document format.

NOTE 3: This success criterion is identical to the [WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value](#) replacing the original WCAG 2.1 note with note 1 and with the addition of note 2 above.

WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value

[Understanding Name, Role, Value](#)

[How to Meet Name, Role, Value](#)

(Level A)

10.5 Caption positioning

Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media.

10.6 Audio description timing

Where ICT is a non-web document that contains synchronized media with audio description, the audio description should not interfere with relevant audio information in the synchronized media.

12 Documentation and support services

12.1 Product documentation

12.1.1 Accessibility and compatibility features

Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.

NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.



12.1.2 Accessible documentation

Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:

- a. a Web format that conforms to the requirements of clause 9, or
- b. a non-web format that conforms to the requirements of clause 10.

NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible.

NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).

NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible.

NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.

12.2 Support services

12.2.1 General (informative)

ICT support services include, but are not limited to: help desks, call centres, technical support, relay services and training services.

12.2.2 Information on accessibility and compatibility features

ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.

NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.

12.2.3 Effective communication

ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.

12.2.4 Accessible documentation

Documentation provided by support services shall be made available in at least one of the following electronic formats:

- a. a Web format that conforms to clause 9; or
- b. a non-web format that conforms to clause 10.

NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.



NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).

NOTE 3: A user agent that supports automatic media conversion would be beneficia



ANNEX D- ACCESSIBILITY GUIDANCE FOR PRINTED DOCUMENTS

These guidelines are based on the “Clear Print Accessibility Guidelines” developed by the Canadian National Institute for the Blind (CNIB).

Contrast

Use high-contrast colours for text and background. Good examples are black or dark blue text on a white or yellow background, or white or yellow text on a black or dark blue background.

Type colour

Printed material is most readable in black and white. Restrict coloured text to things such as titles, headlines or highlighted material.

Point size

Bigger is better. Keep your text large, preferably between 12 and 18 points, depending on the font. (Point size varies among fonts.) People who are visually impaired might be able to read large print, but not very small text.

Leading

Leading is the space between lines of text and should be at least 25 to 30 per cent greater than the point size. This space lets readers move more easily to the next line of text. Too much leading, however, makes type harder to read. Heavier typefaces will require slightly more leading.

Font family and font style

Avoid complicated or decorative fonts. Choose standard sans serif fonts with easily recognizable upper- and lower-case characters. Arial and Verdana are good choices.

Font heaviness

Opt for fonts with medium heaviness and avoid light type with thin strokes. When emphasizing a word or passage, use a bold or heavy font. Italics or upper-case letters are not recommended.

Letter spacing

Don't crowd your text: keep a wide space between letters. The spacing default in your Microsoft Word software program should be an appropriate distance.

Paper finish

Use a matte or non-glossy finish to cut down on glare.

To reduce distractions, avoid using watermarks or complicated background designs.

Clean design and simplicity

Use distinctive colours, sizes and shapes on the covers of materials to make them easier to distinguish.