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K1A 0S5

<b>Title - Sujet</b> RFI/LOI - ICT Accessibility Testing Information Communication Technology (ICT) Accessibility Testing	
<b>Solicitation No. - N° de l'invitation</b> 2B0KB-005182/A	<b>Date</b> 2020-11-06
<b>Client Reference No. - N° de référence du client</b> REQ 55182	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZM-641-38605
<b>File No. - N° de dossier</b> 641zm.2B0KB-005182	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2020-12-18</b> Heure Normale du l'Est HNE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gauthier, Julie	<b>Buyer Id - Id de l'acheteur</b> 641zm
<b>Telephone No. - N° de téléphone</b> (873) 354-4846 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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

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# **REQUEST FOR INFORMATION FOR SHARED SERVICES CANADA**

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# REQUEST FOR INFORMATION FOR SHARED SERVICES CANADA

## PART 1 - INTRODUCTION

A Request for Information (RFI) is used when detailed information and feedback are required from suppliers. Such requests might outline a potential requirement and request suppliers to describe their ability to satisfy the requirement and to provide ideas and suggestions on how the eventual solicitation might be structured. Responses are used to assist the client department in finalizing their plans for the requirement and in developing achievable objectives and deliverables.

The main objectives of the RFI is to seek information from suppliers to:

Assess the marketplace with respect to existence of suppliers who have experience with Information Communication Technology (ICT) testing for accessibility requirements. This information will assist the client department to develop a procurement strategy; and

Become a more "informed buyer" with an enhanced understanding of industry goods and service offerings in the areas of interest.

### Note to Potential Respondents:

This is not a bid solicitation. A contract will not result from this RFI.

This RFI will not necessarily result in any subsequent procurement action. This RFI is for informational purposes only and does not constitute a commitment by Canada. Responses to this RFI will not constitute a commitment from the Respondent.

Canada will not reimburse any expenses incurred for the preparation of responses to this RFI.

### CONFIDENTIALITY

All information obtained from this RFI is treated as confidential and protected under the Privacy Act and Access to Information Act.

### Objectives of this Request for Information

The objective of this RFI is to understand if there are suppliers who are capable of delivering ICT Accessibility Testing services or who are potentially knowledgeable and would be able to respond to subsequent procurements.

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## PART 2 - RESPONDENT INSTRUCTIONS

1. Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit **via e-post Connect** by the date and time indicated on page one of the bid solicitation.

**Note:** For bidders needing to register with epost Connect the email address is: [tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca). **Interested Bidders must register a few days prior to solicitation closing date.**

**Note:** Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

2. One (1) copy will be given to the Client, Shared Services Canada (SSC) and one (1) copy will remain with the Contracting Authority (PWGSC).

Any response submitted will become the sole property of Canada and will not be returned to the Respondent. The response will be used to assist Canada in further analyzing the requirements and, as such, may be used in the development of a future solicitations to be posted on the Government Electronic Tendering System (GETS).

3. Response required by:

2:00 PM (EST) on December 18, 2020

4. Inquiries

Please address all inquiries regarding this RFI to the Contracting Authority:

Julie Gauthier  
Telephone: (873) 354-4846  
Email: [julie.gauthier2@tpsgc-pwgsc.gc.ca](mailto:julie.gauthier2@tpsgc-pwgsc.gc.ca)

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## **PART 3 – RFI INFORMATION**

### **1.0 Nature and Format of Responses Requested**

Respondents are requested to provide a response to each question or request for information made in the attached Annex A - Questions to Industry spreadsheet. Respondents should explain any assumptions they make in their responses.

The Respondent may submit any information it feels is an appropriate, useful and relevant contribution to this RFI.

Information provided outside of the spreadsheet or requested Accessibility Conformance Reports must not exceed a total of 20 pages, excluding title pages.

### **2.0 Response Costs**

The Government of Canada will not reimburse any Respondent for expenses incurred in responding to this RFI.

### **3.0 Treatment of Responses**

#### **3.1 Use of Responses**

Responses will not be formally evaluated. However, the responses received may be used by SSC to develop or modify procurement strategies. SSC will review all responses received by the RFI closing date. SSC may, at its discretion, review responses received after the RFI closing date.

#### **3.2 Review Team**

A review team composed of representatives of SSC will review the responses. SSC reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

#### **3.3 Confidentiality**

Respondents should mark any portions of their response that they consider proprietary or confidential.

### **4.0 Follow-up Activity**

SSC may, in its discretion, contact any Respondents to follow up with additional questions or for clarification of any aspect of a response. SSC may invite one, some, or all of the Respondents to discuss their response. SSC is not obliged to invite any Respondents for further discussions nor are any Respondents obliged to participate.

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## **PART 4 - REQUIREMENT**

### **1.0 Organization**

Shared Services Canada (SSC) was created in August 4, 2011 to fundamentally transform how the Government of Canada (GC) manages its information technology (IT) infrastructure to better support the delivery of programs and services to Canadians. Specifically, SSC was established to maintain and improve IT service delivery, generate savings and implement government-wide solutions that are modern, reliable and secure. The Department has the mandate to operate and transform email, data centre, telecommunications and cyber and IT security services for more than forty-three federal GC departments and agencies ("partners").

SSC is facilitating this RFI on behalf of other interested GC departments who share in the requirement for accessibility testing.

### **2.0 Background**

Recent changes to legislation and policies have created the necessity to ensure both the procurement of accessible Information Communication Technology (ICT) goods and services, and the analysis of existing systems to determine if there are any accessibility gaps. As expressed in the Accessibility Strategy for the Public Service of Canada released 27 May 2019, Treasury Board (TBS) has made public commitments that all major new ICT systems launched as of 2021 will be accessible and "usable by all".

The Government of Canada (GC) has an existing and growing requirement for suppliers to conduct performance testing of newly developed and deployed computer technology systems against GC current and future accessibility requirements. In order to accomplish this the GC is considering the establishment of a repeatable procurement process to provide specialized testing services to ensure compliance with accessibility standards including WCAG 2.1 and EN 301 549 V2.1.2. This RFI is the first step in understanding the Industry's capacity and readiness to meet GC's accessibility testing requirements.

### **3.0 Purpose**

The Government of Canada (GC) is seeking to understand the current marketplace for Information and Communication Technology (ICT) testers who have experience performing accessibility testing.

The GC has an existing and growing requirement for suppliers to conduct accessibility testing of Information Communication Technology (ICT) products against GC current and future accessibility requirements. This includes products developed internally by the GC and products developed by third-party contractors.

In order to meet this requirement, the GC is considering the establishment of standing offer and/or Supply arrangement to simplify the procurement process to provide specialized testing services to assess conformance with ICT accessibility standards including WCAG 2.1 and EN 301 549 V2.1.2 (2018).

### **4.0 Resource Categories:**

Shared Services Canada, on behalf of the GC, is seeking the following accessibility testing professional services for each of the following categories:

#### **1. Web accessibility testing**

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Testing web pages and web applications against the [EN 301 549 \(2018\)](#) standard, including [WCAG 2.1](#) level A and AA success criteria.

## **2. Document accessibility testing**

Testing non-web documents – including but not limited to PDF, Word and PowerPoint – against the EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.

## **3. Non-Web Desktop Software accessibility testing**

Testing non-web desktop applications, including Windows native applications, against the EN 301 549 (2018) standard, without access to source code.

## **4. Native Mobile Applications accessibility testing**

Testing iOS and/or Android native applications against the EN 301 549 (2018) standard using current versions of iOS/Android operating systems, without access to source code.

## **5. Hardware ICT accessibility testing**

Testing hardware ICT products against the EN 301 549 (2018) standard.

## **6. Accessibility test coordination**

Coordinating multiple testers performing various accessibility testing requirements; ensuring consistency and quality; and providing reports in a standard reporting template.

## **7. Accessibility user testing**

Performing specified tasks using the ICT, usually with adaptive technology such as a screen reader or voice control, and documenting time to complete as well as difficulties encountered in performing each task.

# **4.0 Description of work**

## **4.1 Categories 1 to 5: Accessibility Conformance Tester**

The Category 1 through Category 5 Accessibility Conformance Tester will be responsible to:

1. Perform testing of the identified ICT to determine to what degree relevant accessibility requirements of the standard are met;
2. Identify the testing tools used to perform the testing described at 1. above, including adaptive technologies, browsers and operating systems, if applicable;
3. Identify unambiguously all found issues causing failures of an accessibility requirement by:
  - a. Describing precisely the process required to replicate the issue;
  - b. Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “7.2.1 Audio description playback, 7.3 User controls for captions and audio description”); and,

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- c. If the following aids in identification of the issue,
  - i. Identifying which pages or states the issue occurs on, if applicable;
  - ii. Referring to element selector or line of code, if applicable; and
  - iii. Providing an image identifying elements related to the failure.
4. If reporting directly to the Government of Canada (GC), provide summary reports in a standard reporting template, such as [Voluntary Product Accessibility Template](#) (VPAT®) 2.3+ Rev EU. Template will be agreed to between the Contractor and GC; and
5. On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - a. Providing a specific, correct technique to resolve the issue (e.g. code, links to [WebAIM](#), [Mozilla](#), [WAI-ARIA](#) or platform documentation, [WCAG Sufficient Techniques](#)); and
  - b. Listing each required technique associated to resolve the identified issue, if more than one technique is required.

#### 4.2 Category 6: Accessibility Test Coordinator

The work of the Category 6 Accessibility Test Coordinator will be specific to the scope of a package of work which includes other testing resources.

The Accessibility Test Coordinator will be responsible to:

1. Plan, organize, and schedule testing efforts as instructed by the Technical Authority;
2. Provide advice, guidance and coordination efforts for testing strategies and planning, selection of automated testing tools, and identification of resources required for testing;
3. Acquire the services of Category 1 to 5 testers as required;
4. Determine and indicate which automated and manual testing methodologies are employed by Category 1 to 5 testers, including providing documentation of any internal methodologies not documented elsewhere;
5. Ensure that Category 1 to 5 testers follow the testing methodologies indicated in item 4. above;
6. Apply the [WCAG-EM](#) evaluation methodology where applicable;
7. Ensure consistency and quality of testing results; and
8. Consolidate results of individual Category 1 to 5 testers into the following reports:
  - a. Issues report detailing all identified issues and suggested remediation, as applicable; and
  - b. Accessibility Conformance Report in a standard reporting template, such as [Voluntary Product Accessibility Template](#) (VPAT®) 2.3+ Rev EU. Template will be agreed to between the Contractor and GC

#### 4.3 Category 7: User Accessibility Tester

The User Accessibility Tester will be responsible to:

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1. Perform specified tasks using the ICT;
2. Identify their own specific accessibility requirements (e.g. use with low dexterity, use without vision, use without perception of colour);
3. Identify the technologies used to perform the tasks described at 1. above, including adaptive technologies, browsers, and operating systems; and
4. For each task, document using a supplied template:
  - a. Whether the task could be completed independently;
  - b. If the task could be completed independently:
    - i. How long it took to complete the task; and
    - ii. Difficulties encountered in performing the task
  - c. If the task could not be completed independently:
    - i. What processes were identified in the performance of the task that prevented the task from being completed; and
    - ii. Other difficulties encountered in performing the task, which did not prevent completion
  - d. For processes which caused difficulties or prevented completion of the task, what is the desired behaviour of the ICT.
5. As and when requested, fill out quantitative evaluations based on the experience of performing the specified tasks.

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## Annex A – RFI Questions for Accessibility Conformance Testing

**NOTE: Suppliers must use the Response Grid under Annex B of this RFI and submit as part of their response.**

### Question 1:

Within the last two years, approximately how many days have you billed for each of the following Accessibility Conformance Testing services?

- a) Web page and application accessibility testing;
- b) Document accessibility testing;
- c) Non-web desktop software accessibility testing;
- d) Native mobile application accessibility testing;
- e) Hardware accessibility testing;
- f) Accessibility test coordination;
- g) Accessibility user testing.

### Question 2:

Within the last two (2) years, approximately how many accessibility conformance reports has your company produced against each of the following standards?

- a) [EN 301 549 \(2014\)](#)
- b) [EN 301 549 \(2018\)](#)
- c) [Revised Section 508](#)
- d) [WCAG 2.0](#) only (not as part of 508 or EN testing)
- e) [WCAG 2.1](#) only (not as part of 508 or EN testing)

### Question 3:

Approximately how many months after a new or updated standard -- e.g. WCAG 2.2 or EN 301 549 (2019) -- is released will your company offer Accessibility Conformance Testing services against the new or updated standard?

### Question 4:

Within the last two years, approximately how many accessibility conformance reports has your company produced in each of the following [ITIC VPAT](#) formats?

- a) VPAT 2.1;
- b) VPAT 2.2;
- c) VPAT 2.3;
- d) VPAT 2.4.

### Question 5:

Does your company have the following professional organization memberships or certifications?

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- a) [International Association of Accessibility Professionals](#) (IAAP);
- b) [World Wide Web Consortium](#) (W3C);
- c) [ISO/IEC 17020:2012](#) Conformity assessment;
- d) [ISO 9001:2015](#) Quality management systems.

**Question 6:**

In the performance of accessibility conformance testing, does your company (or proposed named resource) employ the following tools or techniques as standard practice?

- a) Automated tools such as [aXe](#) or [WAVE](#);
- b) Desktop screen reading software such as [JAWS](#) or [NVDA](#);
- c) Mobile screen reading software such as iOS [VoiceOver](#);
- d) Department of Homeland Security (DHS) [Trusted Tester v5](#);
- e) [WCAG-EM](#);
- f) Other documented manual testing methodology which can be made available to the GC;
- g) Undocumented manual testing (keyboard-only, spot inspection of code).

**Question 7:**

Approximately how many proposed named resources for accessibility conformance testing have the following qualifications?

- a) 2+ years post-secondary education in web accessibility, web development, computer programming, computer science or computer systems engineering;
- b) 2+ years full-time equivalent experience in ICT accessibility conformance testing;
- c) Billed at least 60 days within the last 2 years for accessibility conformance testing services;
- d) [IAAP Certified Professional in Accessibility Core Competencies](#) (CPACC);
- e) [IAAP Web Accessibility Specialist](#) (WAS) certification;
- f) [DHS Trusted Tester Certification](#) for Web;
- g) 4 or more of the above qualifications.

**Question 8:**

Propose an alternate category for accessibility conformance testing with description of tasks that will be performed by this category.

**Question 9:**

Describe how your billing for accessibility conformance testing services will be structured?

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## **ANNEX B**

### **RESPONSE SHEET**

#### **INSTRUCTIONS:**

The respondent is requested to provide a response to each question or request for information made in the "Questions" sheet.

The respondent should explain any assumptions they make in their responses.

The respondent may submit any information it feels is an appropriate, useful and relevant contribution to this RFI.

Respondents are also encouraged to submit as attachments an example of each of the following deliverables from a previous ICT accessibility testing project:

1. An issues report detailing all identified issues causing failures of success criteria and suggested remediation, as applicable;
2. An Accessibility Conformance Report following the Voluntary Product Accessibility Template (VPAT®) format.

Additional information provided outside of the Response Sheet or requested Accessibility Conformance Reports must not exceed a total of 20 pages, excluding title pages.

# Annex B - RFI Questions for Accessibility Conformance Testing

RFI Solicitation Number:

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Company name:

Question	Response	Comments (optional)
<b>Q1. Within the last two years, approximately how many days have you billed for each of the following Accessibility Conformance Testing services?</b>		
a) Web page and application accessibility testing		
b) Document accessibility testing		
c) Non-web desktop software accessibility testing		
d) Native mobile application accessibility testing		
e) Hardware accessibility testing		
f) Accessibility test coordination		
g) Accessibility user testing		
<b>Q2. Within the last two years, approximately how many accessibility conformance reports has your company produced against each of the following standards?</b>		
a) EN 301 549 (2014)		
b) EN 301 549 (2018)		
c) Revised Section 508		
d) WCAG 2.0 only (not as part of 508 or EN testing)		
e) WCAG 2.1 only (not as part of 508 or EN testing)		
<b>Q3. Approximately how many months after a new or updated standard -- e.g. WCAG 2.2 or EN 301 549 (2019) -- is released will your company offer Accessibility Conformance Testing services against the new or updated standard?</b>		
<b>Q4. Within the last two years, approximately how many accessibility conformance reports has your company produced in each of the following ITIC VPAT formats?</b>		
a) VPAT 2.1		
b) VPAT 2.2		
c) VPAT 2.3		
d) VPAT 2.4		
<b>Q5. Does your company have the following professional organization memberships or certifications?</b>		
a) International Association of Accessibility Professionals (IAAP)		
b) World Wide Web Consortium (W3C)		
c) ISO/IEC 17020:2012 Conformity assessment		
d) ISO 9001:2015 Quality management systems		
<b>Q6. In the performance of accessibility conformance testing, does your company (or proposed named resource) employ the following tools or techniques as standard practice?</b>		
a) Automated tools such as aXe or WAVE		
b) Desktop screen reading software such as JAWS or NVDA		
c) Mobile screen reading software such as iOS VoiceOver		
d) Department of Homeland Security (DHS) Trusted Tester v5		
e) WCAG-EM		
f) Other documented manual testing methodology which can be made available to the GC		
g) Undocumented manual testing (keyboard-only, spot inspection of code)		
<b>Q7. Approximately how many proposed named resources for accessibility conformance testing have the following qualifications?</b>		
a) 2+ years post-secondary education in web accessibility, web development, computer programming, computer science or computer systems engineering		
b) 2+ years full-time equivalent experience in ICT accessibility conformance testing		
c) Billed at least 60 days within the last 2 years for accessibility conformance testing services		
d) IAAP Certified Professional in Accessibility Core Competencies (CPACC)		
e) IAAP Web Accessibility Specialist (WAS) certification		
f) DHS Trusted Tester Certification for Web		
g) 4 or more of the above qualifications		
<b>Q8. Propose an alternate category for accessibility conformance testing with description of tasks that will be performed by this category.</b>		
<b>Q9. Describe how your billing for accessibility conformance testing services will be structured?</b>		

Additional Comments/Suggestions/Recommendations:		