

Annex A

Statement of Work

Career Transition Services

Veterans Affairs Canada

December 21, 2021

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STATEMENT OF WORK

1. GENERAL INFORMATION

1.1. Introduction

- 1.1.1. Veterans Affairs Canada (VAC) exists to repay the nation's debt of gratitude to Veterans and their families, and to recognize the contributions they have made to our growth as a nation. The Minister of Veterans Affairs is responsible for “the care, treatment or re-establishment in civil life” of Veterans, as well as the care of their dependents or survivors.
- 1.1.2. In the delivery of services to Veterans and their families, VAC, and any Contractor working on behalf of VAC, must always keep care, compassion and respect in the forefront.
- 1.1.3. VAC is mandated to deliver Career Transition Services (CTS) to eligible Canadian Armed Forces (CAF) members, Veterans, spouses/common-law partners and survivors. VAC seeks a contract for the delivery of this service, thereby assisting/teaching these client groups how to successfully plan, prepare for and obtain suitable civilian employment upon leaving the military. Eligible Veterans and survivors have lifetime access to this benefit. These services must be delivered via the best possible tools and mechanisms to ensure that the needs of the clients are met, regardless of location in Canada, and that services take into consideration varying labour market challenges and regional differences.
- 1.1.4. VAC is also mandated to deliver the Education and Training Benefit (ETB) to eligible Veterans to help them achieve their education and post-military transition goals, including employment, if applicable. Most Veterans who qualify for this benefit are also eligible for CTS.
- 1.1.5. This Statement of Work (SOW) describes the services that the Contractor must deliver.

2. CAREER TRANSITION SERVICES

2.1. Description

- 2.1.1. CTS aims to provide support to various populations of CAF members, Veterans, and their families to empower them in navigating the labour market. CAF members need access to services such as basic on-line instruction modules and labour market information (e.g., to understand how to find/explore/understand labour market information in a specific region of Canada) to be able to make an evidence-informed decision about post-service career options. CTS also provides early engagement and needs-based access to employment services for CAF members who have decided to release, to improve the likelihood that they are informed and

that they have the knowledge, tools and abilities to transition smoothly to the civilian workforce. CAF Veterans may also access CTS post-release, to address ongoing support in career transition. Employment services aimed at advancing the careers of eligible spouses/common-law partners and survivors, whose career opportunities may have been impacted by their partner's military career, are also available under CTS.

2.1.2. CTS must be delivered in the context of the following principles:

- a. Individual clients need to be asked if they require any accommodation requirements in order to fully participate in the CTS and the Contractor must make every effort to meet those needs;
- b. Services provided will focus on empowering the individual to do for themselves;
- c. Skills, techniques and tips will be taught to the client rather than doing for the client;
- d. Client needs and feedback are at the centre of service design and delivery;
- e. Services are simple, seamless, transparent, digitally enabled, and available anytime and anywhere;
- f. Existing resources will be leveraged to the extent possible to support clients in addressing their needs;
- g. Services will be provided based on the needs of the client. Where the client is unsure of their needs, the Contractor will utilize industry practices to assess and identify these needs; and
- h. Client outcomes can be measured.

2.1.3. The goals and the objectives of the client will be the Contractor's top priority. The client's career plan choices will be supported to the extent possible while keeping the client informed about potential limitations, personal and/or labour market related.

2.1.4. Although primarily focused on supporting the client to plan, prepare for and obtain suitable civilian employment, CTS includes other aspects particular to the CAF, including, but not limited to, advice on the transition to civilian employment. Challenges associated with providing consistent services include:

- a. geographically diverse locations within Canada;
- b. various backgrounds and skills; and,
- c. military ethos instilled in serving members during what is, in many cases, a long period of service.

- 2.1.5. The CTS Plan must be managed and co-ordinated to provide a coherent and integrated “program” of appropriate support to each eligible client, taking into account:
- a. the individual needs, availability and the level of service available to that client type;
 - b. existing services, tools and supports that can be leveraged to support these needs; and,
 - c. geographical considerations of potential career opportunities.

2.2. Objectives

2.2.1. The objectives of CTS are to:

- a. provide early engagement and access to employment services for CAF members, commencing pre-release, so that they are informed and have the knowledge, tools, and abilities to smoothly transition to the civilian labour force;
- b. provide career transition planning, including the identification of needed education/training programs and assistance in identifying appropriate sources of funding for those programs;
- c. support Veterans who require assistance in securing employment, such as Federal Public Service through job finding assistance, which includes job development services, where applicable;
- d. support Veterans’ engagement in purposeful activity;
- e. advance the career of eligible spouses/common-law partners and survivors; and
- f. enhance the well-being of Veterans and their families by supporting individuals in achieving their career goals, thereby finding purpose in their post-service life and, ideally, finding a satisfactory level of financial stability.

2.3. Expected Client Outcomes

2.3.1. VAC has established outcomes and related annual performance indicators that the Department will track and report against over time.

2.3.2. The data captured by the Contractor must support VAC’s ability to report on these outcomes. As part of the implementation and delivery, the Contractor will work with VAC to identify opportunities to collect information that will establish baselines and collect, measure and report on client outcomes per client and in aggregate. The outcomes, performance indicators and related targets are outlined below.

Table 1: Expected Client Outcomes

Outcomes	Performance Indicators	Targets
Eligible clients increase their civilian and/or career skills	% of eligible clients with a CTS Plan, who have achieved one or more goals of the CTS Plan	80%
Eligible clients have a sense of purpose	% of eligible clients who are satisfied with their job or main activity	80%
	Improved employment rate for clients based on the % and # who identified employment as a goal	75%
Veterans, who participate in CTS, are able to adapt, manage and cope with civilian life	% of Veterans who participate in CTS who report a successful transition to the civilian workforce	80%

2.4. Eligible Client Groups and Duration

2.4.1. CAF members, Veterans, spouses/common-law partners and survivors can all be eligible clients as long as certain eligibility criteria are met. The duration of their eligibility will vary depending on their eligibility type.

Table 2: CTS Eligible Client Groups and Duration of Eligibility

Eligible Client Groups		Duration of Eligibility
CAF members, releasing CAF members, Primary Reservists (excluding Supplementary Reserves) who:	completed basic training (Basic Military Qualification or Basic Officer Qualification)	Eligible to participate in career transition services throughout their CAF service
CAF Veterans including Supplementary Reservists who:	completed basic training (Basic Military Qualification or Basic Officer Qualification), and were released from the CAF on or after 01 April 2006	Eligible for career transition services throughout their adult working life ¹
CAF Veterans who:	are entitled to the VAC Canadian Forces Income Support (CFIS) benefit	While entitled to VAC CFIS benefit
Survivors of CAF Veterans who:	are entitled to a VAC CFIS benefit	

¹ There is no specific definition of “adult working life”. The interpretation is case specific. For example, should a Veteran at age 71 wish to work, the Veteran is eligible for CTS, as needed. As long as they continue to meet the eligibility requirements, they will be eligible to receive services.

Spouses/common-law partners of CAF Veterans who:	completed basic training (Basic Military Qualification or Basic Officer Qualification)	The second anniversary of the day on which the Veteran was released
Spouses/common-law partners of a member of the Supplementary Reserves who:	completed basic training (Basic Military Qualification or Basic Officer Qualification)	The second anniversary of the day on which the Veteran was transferred to the Supplementary Reserves
Survivors of CAF members who:	completed basic training (Basic Military Qualification or Basic Officer Qualification), and died on or after 01 April 2006	Throughout their adult working life
Survivors of CAF Veterans who :	completed basic training (Basic Military Qualification or Basic Officer Qualification), and were released from the CAF on or after 01 April 2006	Throughout their adult working life

2.4.2. Eligible client groups include serving members of the CAF, Veterans, spouses/common-law partners and survivors who reside in Canada. A person absent from Canada for a total of 183 days or less in a calendar year will still be considered. Serving members stationed overseas are also considered Canadian residents.

2.4.3. Eligibility may change over time. For example, should a Veteran access VAC's Rehabilitation Services, the Veteran will no longer be eligible for CTS. The Contractor will be notified electronically through system generated notification by VAC for the purposes of communicating the termination of the client's CTS eligibility. The Contractor is responsible to communicate this service termination information within their organization and cease service provision. In the case of the Contractor becoming aware the client no longer meets the eligibility, they must notify VAC immediately. VAC will notify clients of the change in eligibility. When participation in VAC's Rehabilitation Services ends, the client will become eligible for CTS again.

2.4.4. Although eligibility for some clients will last a lifetime, the client is only considered active in career transition services during the period of time between referral/self-referral and closure. Any access to on-line services that occurs after closure, must be captured by the Contractor.

2.4.5. Following closure, eligible clients will continue to have access to the Contractor's system and on-line resources. However, if a client moves out of Canada for more than 183 days a year, neither the client nor their

spouse will have access to the Contractor's system. It will be re-activated once they move back to Canada.

2.5. Career Transition Services Available by Client Type

2.5.1. The career transition services that will be available to an individual client depends on client type. Any individual who is eligible for ETB is also eligible to receive career transition services if they are a resident of Canada.

2.5.2. Services available by client type are outlined in Table 3. There may be existing resources available or related to some of the services listed below. The Contractor must use existing resources where available.

Table 3: Services Available by Client Type

Service	Full-time Regular or Reserve Force Serving CAF members*	Part-time Serving CAF Members** (Primarily Class A or short-term Class B Reservists)	Releasing CAF Members and Spouses / Common-Law Partners	Veterans and Survivors (including CFIS recipients)
INTAKE ASSESSMENT/ RE-ASSESSMENT	√	√	√	√
Individualized Career Transition Services Plan focused on career exploration.	√	√	-	-
Individualized Career Transition Services Plan focused on career transition into a civilian career.	-	-	√	√
Educational Planning (NOTE: For those eligible for both CTS and ETB, ETB is included in the CTS Plan.)	-	-	√	√
Labor Market Information Services	√	√	√	√
On-line Resources and Instruction	√	√	√	√
One-on-One Career Counselling	-	√	√	√

Referrals to other organizations	-	√	√	√
Job Finding Assistance (including Job Development)	-	-	-	√
Pre-Plan Closure/Employment Transition Support	-	-	-	√

*Serving CAF members who are currently working in the Canadian Armed Forces on a full-time basis, either as full-time Regular Force or full-time Reserve Force

**Serving CAF members who are currently working in the Canadian Armed Forces on part-time basis and whose primary means of employment is in the civilian sector. This would primarily consist of individuals who work as Class A or short-term Class B Reservists.

2.6. Educational Planning

2.6.1. As part of the development of a client's Career Transition Plan, the Contractor will be expected to assist in identifying education needs and available resources and programming that will best position that client in pursuing their career goals. For those clients eligible for VAC's ETB, CTS will be utilized as a means of providing support in identifying and applying for education and training.

2.6.2. Successful transition from military to civilian life is unique to each individual and may be impacted by various factors, including satisfaction with their main activity or employment post-release. Therefore, the Contractor's performance will be measured against the overall activities outlined in the contract related to client-identified learning goals. These activities must be consistent with industry best practices for educational planning and counselling and aligned with VAC's intended objectives.

2.6.3. The Contractor's objectives with regard to VAC's ETB are to:

- a. support Veterans in achieving their education and post-military employment goals;
- b. identify suitable, credible schools and programs so Veterans receive the best outcome for their financial investment;
- c. assist Veterans with the application process including navigating the ongoing requirements for participation;
- d. help position Veterans to be more competitive in the workforce if employment is their goal;
- e. support Veterans' engagement in purposeful activity; and
- f. enhance the well-being of Veterans and their families.

2.7. Education and Training Benefit Description

- 2.7.1. The ETB provides funding to support the costs of college, university or technical education. Veterans with six years of service may be eligible for up to \$43,335.98 (2022 rates) and Veterans with at least 12 years of service may be eligible for up to \$86,671.95 (2022 rates) to cover tuition, mandatory education costs, and some incidentals and living expenses. The rates are indexed annually based on the Consumer Price Index. The ETB is designed to allow for Veterans to participate in their educational program on a part-time basis, if necessary.
- 2.7.2. Veterans will not be limited to post-secondary training. If university or college is not their choice, a portion of the total funding maximum \$5,416.99 (2022 rates) is available for professional and personal development courses. This could include, but is not limited to small business boot camps and/or continuing education.
- 2.7.3. CTS and ETB complement each other and better support Veterans during their transition to post-military life.
- 2.7.4. ETB is available to Veterans as long as eligibility criteria are met. The duration of eligibility will vary depending on the goals identified in their plan.
- 2.7.5. Eligibility Criteria: Veterans who have been honourably released from the CAF on or after April 1, 2006 or are a member of the Supplementary Reserve and have served for a total of at least six years (2191 paid days of service). A Veteran must be released from the CAF to access ETB.
- 2.7.6. VAC determines eligibility and the amount of ETB payable and distributes payments directly to clients.
- 2.7.7. ETB cannot be paid during a Veteran's participation in the Rehabilitation Services or while receiving the CFIS benefit.

2.8. Duplication of Services

- 2.8.1. There may be existing resources available or related to some of the Contactor services. The Contractor must use existing resources where available and applicable rather than developing their own.
- 2.8.2. It is not VAC's intention to duplicate existing programs and services. It is the Contractor's responsibility to be aware of community-based programs/services and/or other government resources and to include such in a client's Career Transition Plan.
- 2.8.3. VAC and CAF will work together to direct clients at the time that is right for the individual to engage. The intent is to help the client transition from their CAF career to post-CAF career in a streamlined manner.
- 2.8.4. The types of services that some clients are eligible to receive may change over time due to a change in their service, e.g., when a CAF Member

becomes a Veteran, or a Veteran re-enrols in the CAF. The Contractor is responsible to obtain and store the supporting information from the client (e.g., confirmation/attestation of intent to release or release) and communicate such to appropriate staff within their organization, the change in services that may be provided. The Contractor must notify VAC electronically when there are any changes to client type and/or the client's CTS Plan. Details of what information will be required from the Veteran to move them between client types will be finalized during implementation.

- 2.8.5. Although eligibility for some clients will last a lifetime, the client is only considered active in career transition services during the period of time between referral/self-referral and closure.

2.9. VAC's Service Delivery Model

- 2.9.1. VAC commits to services that are easy to access, fair, respectful, inclusive and responsive to the needs of all clients. Clients can expect accurate and timely information which is easy to understand delivered in the official language of their preference. With past and future advances in technology, VAC expects the Contractor to offer multi-channel and multi-media methods to interact with clients and continue to make advances and continuously improve all services. The Contractor must remain current with the most recent changes and innovation in the practice of career counselling, including but not limited to, the use of technology-enabled services that incorporate Indigenous, cultural sensitivity, accessibility and GBA+. CTS must offer a multi-channel approach to delivering the services identified in Table 3 in order to meet the diverse needs of clients. A variety of mediums will be used to have an interactive presence, including but not limited to, toll-free access (telephone), secure messaging, on-line access to resources and self-guided modules, on-line communication tools and face-to-face counselling via webcam (video telephony).

3. ROLES AND RESPONSIBILITIES

3.1. Client Responsibilities

- 3.1.1. The client should:

- a. Advise if they require any accommodation requirements in order to fully participate in this service;
- b. Actively participate in a mandatory intake assessment process;
- c. Sign a client participation agreement form that outlines the responsibilities and expectations of the client and the Contractor;
- d. Engage in the planning and development of a suitable CTS Plan and actively participate in the implementation and progression of that plan;
- e. Inform the Contractor of any changes in their situation that will affect the progression of the CTS Plan;

- f. Demonstrate a willingness to adapt to a changing job market and consider alternatives when appropriate, when considering training and/or employment options;
- g. Be responsible for maintaining copies of their resource materials and products, e.g., resume, labour market information;
- h. Work with the Contractor to obtain and learn the skills required to independently navigate the job market;
- i. Participate in a follow up assessment conducted by VAC to determine if expected client outcomes were achieved;
- j. Participate in a six and 12 month follow-up assessment with the Contractor; and,
- k. Advise the Contractor of any changes that would affect the eligibility to participate in the CTS, e.g., moves out of Canada or participates in the Rehabilitation Services.

3.2. VAC Program Management Responsibilities

3.2.1. VAC's Program Management will:

- a. Support national implementation and ongoing delivery of CTS;
- b. Provide operational guidance and functional direction to VAC personnel involved in CTS;
- c. Respond to inquiries from the Contractor's employees/personnel on CTS policies and legislation;
- d. Perform quality review functions;
- e. Monitor performance and management reports and follow up on any anomalies or trends detected in those reports;
- f. Provide training to VAC personnel, as required;
- g. Provide training to Contractor personnel, as required;
- h. Build and maintain working relationships with Contractor staff;
- i. Communicate changes regarding service delivery to both the Contractor and VAC personnel;
- j. For client specific issues: problem solve and troubleshoot amongst the Contractor, the client and VAC; and,
- k. Coordinate approval of all Contractor promotional and on-line client or public facing resources.

3.3. VAC Contract Manager Responsibilities

3.3.1. The VAC Contract Manager will:

- a. Ensure smooth coordination and communication between the Contractor and other VAC sections;
- b. Ensure services are provided as described in this SOW;
- c. Liaise with the Contracting Authority, if there are any contract issues;
- d. Chair the Contract Management Committee;
- e. Coordinate all payments to the Contractor for all services rendered as outlined in the Basis of Payment; and,
- f. Ensure the Departmental Security Officer (DSO) is advised if and when the Business Continuity Plan is activated.

3.4. VAC Processing Centre Responsibilities

3.4.1. The VAC Processing Centre will:

- a. Render CTS eligibility decisions;
- b. Maintain two way communication between the Contractor and the processing centre;
- c. Send and respond to messages in a timely manner;
- d. Authorize CTS plan hours; and,
- e. Respond to client inquiries.

4. CAREER TRANSITION SERVICES

4.1. Description of Services

4.1.1. This section provides a description of the expectations around the services that will be provided to clients.

4.1.2. The Contractor must provide the ability for the client to contact them free of charge through on-line, telephone and virtual collaboration tools, in whichever way is appropriate for the type of inquiry and/or level of service. The client must be able to leave messages, and have direct virtual access to a career counsellor, if applicable, without charge. There will be no in person services provided as part of this contract. The Contractor must ensure there are tutorials and coaching sessions on how to use the on-line portal and supporting tools.

4.1.3. Services are to be delivered to the client according to their needs and career objectives and in a way that makes sense for the individual based on their learning abilities and skills. Ideally, a client will receive a combination of services best suited to them.

4.2. Referrals

4.2.1. Clients interested in participating in CTS must apply to VAC for establishment of eligibility.

4.2.2. Once VAC establishes eligibility, VAC will transfer client referrals to the Contractor to initiate an assessment/services. VAC is responsible to identify, extract and compile eligible client data and electronically transmit to the Contractor.

4.2.3. As part of the referral, VAC will provide:

- a. client identification information;

- b. client type (e.g., CAF member including whether they are Regular Force or Reserve Force and which Class of Reserve Force, CAF Veteran, spouse/common-law partner, survivor, CFIS recipient); and,
 - c. the effective date and termination date (if applicable) of the client's eligibility for CTS.
- 4.2.4. The Contractor will receive updates to this information as they occur.
- 4.2.5. The Contractor must notify VAC of the date of initial contact with the client. The information required by VAC will be the ID, Name, and Initial Contact date.
- 4.2.6. The purpose of the VAC referral is to notify the Contractor of a new CTS client who is ready for an intake assessment. The Contractor must conduct an assessment of the client's career transition needs in order to develop a CTS Plan, which may include educational planning, in accordance with the client type and complement of services for which the client is eligible.

4.3. Intake Assessment/Re-assessment

- 4.3.1. The Contractor must provide access to an intake assessment/re-assessment tool to meet the required outcomes as defined in Section 2.3. It must gather baseline information (see Table 6: Data Elements) and identify the client's occupational goal(s) and perceived career exploration and/or transition service needs.
- 4.3.2. Upon referral, the Contractor must contact the client and arrange for an on-line intake assessment of the client's background and career transition needs. See Appendix 1 for the content requirements for an assessment and Table 4 for the maximum number of service hours per plan.
- 4.3.3. This intake assessment must be captured as individual data points (See Appendix 1) in the system and must be reportable to support establishing the demographic profile of CTS clients.
- 4.3.4. It is anticipated that the intake assessment/re-assessment will be completed independently by the client on-line. However, there will be occasions where the client will require assistance by the Contractor. The Contractor must be available to provide this assistance and capture the data in the same manner to ensure that it is tracked and reportable. If applicable, collaborate with client to determine if accessibility accommodations, gender, Indigenous, and/or culturally sensitive approaches and/or methods are desired.
- 4.3.5. An intake assessment must be completed for every client.
- 4.3.6. An intake re-assessment of the client's career transition needs will be required if the services for which the client is eligible change over time. The Contractor must provide a re-assessment of the client's career

transition needs given the services for which the client is eligible at the time of the assessment. The date of the changes and the nature of the key changes must be recorded and reportable as part of the re-assessment.

- 4.3.7. Deliverable: An Intake Assessment or re-assessment that captures the client's demographic profile, reported career exploration, career transition goals or educational needs.
- 4.3.8. Performance Standard: The Contractor must contact the client and provide access to/support for completing the intake assessment/re-assessment within three business days of referral from VAC.
- 4.3.9. Within two business days of the intake assessment/re-assessment being completed, the data must be viewable by VAC on the Contractor's system.

4.4. Career Counselling and Educational Planning

- 4.4.1. The Contractor must provide career counselling and educational planning. This includes the initial development, progress monitoring, updating of a career transition or educational plan, post-employment transition support and closure. The Contractor must provide counselling regarding educational requirements to achieve client identified career goals.
- 4.4.2. If the intake assessment or re-assessment indicates that the client has a need for career transition services, the Contractor must develop an individualized CTS Plan in consultation with the client with a focus on career exploration. The Plan must build upon the client's existing skills and experience identifying the chosen occupational goal and the services needed to achieve this goal. These services can include educational counselling, labour market information services, on-line resources and instruction, one-on-one career counselling, referrals to other organizations, Job Finding Assistance and/or Job Development. The Plan must set out steps/goals to be achieved as well as an expected outcome, based on the services for which the client is eligible. See Appendix 1 for the required content of a CTS Plan. The Contractor must update and record progress as required, including post-employment transition support and plan closure. The Contractor must take into consideration all past training that the Member or Veteran has participated in to determine how it relates to the planned career goals.
- 4.4.3. When a client is planning to access VAC's ETB as part of the CTS plan, the Contractor is expected to assist the client in researching appropriate programs and educational institutions, provide guidance on the benefit of education and training in relation to their career goal, and provide guidance on the completion of the relevant application forms and required information to VAC. The Contractor must develop an individualized educational component of the CTS Plan updating and recording progress as required, including post-employment transition support and plan closure

- 4.4.4. VAC will train the Contractor staff on the relevant decision making processes for approval of an ETB application to ensure that staff are prepared to assist clients in selecting the right programs and assisting clients in identifying what information the client needs to submit to help streamline the VAC decision-making process.
- 4.4.5. Where participation in an education or training program is required to make the transition to the civilian labor force and/or achieve the client's career goals/aspirations, but the client is not eligible for VAC's ETB, the Contractor must assist in identifying referrals for the client to other appropriate programs or services that may offer this type of assistance/support. These referrals should be tracked by client, type/organization, and purpose. The Contractor must provide support as needed to assist the client in navigating any application processes and in understanding the requirements for these types of programs. This may require the Contractor to do research and communicate with these programs to obtain clarification. Where possible, the client should be encouraged to participate in this research and outreach with the guidance of the Contractor.
- 4.4.6. For those eligible for both CTS and ETB, an educational component may be included in the CTS Plan.
- 4.4.7. The CTS Plan must be updated throughout the client's involvement in career transition services to reflect new/changing career transition needs, the types of services for which the client is eligible, and new/changing details related to any services or education/training program(s) included in the plan, as applicable. The Contractor must notify VAC through a system notification whenever updates are made to the CTS plan.
- 4.4.8. Clients must be provided with access to/copies of all CTS Plan(s) (and updates to same) developed by the Contractor.
- 4.4.9. **NOTE:** If a Veteran's educational goals are well defined, the educational plan component of the CTS Plan may be developed prior to the remainder of the CTS Plan to facilitate the application for school and approval of funding (the client must apply and be made eligible for the Benefit before any ETB applications can be reviewed and funding released). Subsequent development of the remainder of the CTS Plan must address the other needs for a successful transition to civilian employment.
- 4.4.10. Deliverable: A CTS Plan capturing the content required. See Appendix 1 for the minimum requirements of a CTS Plan.
- 4.4.11. Performance Standard: The Contractor must complete the initial CTS plan, including any educational components if applicable, within 30 business days of the completion of the intake assessment/re-assessment.

- 4.4.12. As soon as a client has been referred by VAC and initial contact has been made by the Contractor, the client will immediately be given access to the on-line tools and resources.

4.5. Recording Progress against a CTS Plan

4.5.1. The CTS Plan must be updated when it is determined that:

- a. The client requests changes to the expected outcome(s) of their CTS Plan, whether or not they received all or part of the available/planned services, and;
- b. During progress monitoring, it is noted by the Contractor that changes will be required.

4.5.2. Progress against a CTS Plan must be documented on the Plan when:

- a. Any progress monitoring check points are entered into the system, including dates of change (progress monitoring tool and drop down check points to be determined on implementation);
- b. Expected outcomes are achieved/Plan activities are completed (or discarded/incomplete); and
- c. Plan status and/or anticipated duration has changed.

4.5.3. Performance Standard: Updates will be due, at a minimum, every 30 business days while a client is participating, or following each significant interaction with the client, e.g., online session, phone call, etc.; and

4.5.4. Progress against the Plan must be documented as it occurs (as per applicable target dates).

4.6. CTS Plan Completed

4.6.1. The CTS Plan must be considered completed when it's determined that:

- a. The client has achieved the expected outcome(s) of their CTS Plan, whether or not they received all or part of the available/planned services;
- b. All available services have been implemented and exhausted even if the client has not achieved the expected outcome(s) of their CTS Plan; or
- c. The client does not want to continue.

4.6.2. Deliverable: Once the Plan is complete, a Closure Report capturing the content required must be submitted. See Appendix 1 for general information around the report requirements.

4.6.3. Performance Standard: The Contractor must complete the Closure Report within 20 business days of the date that the CTS Plan was completed.

4.7. CTS Plan Incomplete

4.7.1. A CTS Plan may not be completed for a variety of reasons, e.g., the client no longer wishes to or is able to participate, the client is referred to the Rehabilitation Services, the client is no longer a resident of Canada (CTS only) or VAC has otherwise terminated eligibility for CTS.

4.7.2. The Contractor must complete a Closure Report when a CTS Plan cannot be completed. See Appendix 1 for the minimum requirements of a Closure Report.

4.7.3. Deliverable: A Closure Report must capture the content required. See Appendix 1 for general information around the report requirements.

4.7.4. Performance Standard: The Contractor must complete the Closure Report within 20 business days of the date that the CTS or Plan was determined unable to be completed.

4.8. Notification to VAC

4.8.1. There may be cases where the Contractor identifies client issues/problems impacting the client's ability to be successful in CTS or their CTS Plan, e.g., a client not being able to participate due to their health. The Contractor must identify these cases to VAC as soon as possible.

4.8.2. VAC may determine that the client would be better served by other VAC programs. The CTS or Plan will be considered incomplete and the Contractor must provide a Closure Report. See Appendix 1 for the minimum requirements of a Closure Report.

4.9. Educational Counselling

4.9.1. The Contractor must provide educational counselling to clients to help them identify any educational requirements needed to achieve the client's identified career goals.

4.9.2. This should include the identification of educational programs and institutions that are suited to the individual's learning needs and capacity. It is expected that the career counsellor guide the client in how to conduct research to identify the best program which will provide an optimal outcome and provide the best opportunity to achieve the identified career goals.

4.10. Labour Market Information Services

- 4.10.1. The Contractor must assist the client in finding relevant information about the labour market in the area in which they wish to reside. This would include, but is not limited to, information about the local job markets, available career opportunities, and salary levels within the local job market, required experience, education and skill level for various occupations within that job market. Provide information to clients on:
- a. Labour market trends on a national, regional, provincial and sector basis;
 - b. Availability of employment, on a national, regional, provincial and sector basis;
 - c. Skills employers are looking for; which industries are hiring and where they are located;
 - d. Where to find employers who are hiring; what the working conditions are like for specific industries; what education and training is needed for specific jobs; and,
 - e. What factors can prevent obtaining employment; which jobs are growing in the future and other related statistics.
- 4.10.2. The intent is not to complete a labour market assessment but to assist and teach the client how to locate the necessary information related to their interests and occupational goals.

4.11. On-line Resources and Instruction

- 4.11.1. The Contractor must develop and/or deliver online resources that will enable clients to engage in self-directed learning and skills development in support of obtaining a career in the civilian labour market relating to:
- a. Self-assessment of education, skills and experience;
 - b. Interest inventory;
 - c. Résumé and cover letter for a specific job;
 - d. Military to civilian employment transition;
 - e. Job search techniques;
 - f. Interview skills and techniques;
 - g. Self-marketing;
 - h. Accessing job banks (leveraging existing and new sources); and
 - i. How to access labour market information.
- 4.11.2. The resources are expected to guide the clients on access to and use of existing/available resources in the subject areas. These resources will be available on-line through the Contractor's web portal at no cost to clients. The resources should follow industry best practices for career transition as well as adult learning. As the contract progresses, VAC will look to the Contractor to identify opportunities for new online resources that may be beneficial based on the identified needs of the clients. Notwithstanding the

need to develop resources specifically tailored for VAC clients, VAC will also look to the Contractor to identify and leverage existing online tools that are deemed to be of high quality and that align with industry standards.

- 4.11.3. Online resources should be made available through a system that can track and record usage, including whether or not individuals are accessing the same resources more than once. This will help to identify trends and assist in identifying opportunities for updates to materials and content.

4.12. One-on-One Career Counselling

- 4.12.1. The Contractor must provide one-on-one career counselling, tailored to the needs of the client, to assist and teach them how to: translate and document their skills and abilities, assess their interests and aptitudes, prepare for the job search process, write resumes and cover letters, prepare for interviews, self-market, and, where applicable, apply for an education and/or training program.
- 4.12.2. The Contractor must provide individualized interactive career counselling and coaching relating to:
 - a. Military to civilian transferable skills and employment transition;
 - b. Self-assessment of education, skills and experience;
 - c. Aptitude testing;
 - d. Interest inventory;
 - e. Résumé and cover letter preparation and updating;
 - f. Tailoring résumé and cover letter for a specific job;
 - g. Military to civilian employment transition;
 - h. Job search techniques;
 - i. Interview skills and techniques; and
 - j. Self-marketing.
- 4.12.3. The goal is to provide the client with the necessary skills and competencies required to manage their career, based on their individual goals, throughout their working life.
- 4.12.4. As part of career counselling and the individual's CTS Plan, the Contractor will provide referrals to other community resources and programs that may provide additional learning and support for career development. The Contractor must document follow-up with the client as part of ongoing counselling to ensure referrals are successful and effective.

4.13. Referrals to Other Organizations

- 4.13.1. The Contractor must document when referrals are made to other organizations that are available to support the client's achievement of their goal. This includes federal, provincial, territorial and military resources.

- 4.13.2. These referrals should be tracked in a manner that they can be reported. This would include tracking referrals by client, date, type/organization, purpose and outcome.

4.14. Job Finding Assistance

- 4.14.1. The Contractor must provide individualized job finding assistance to clients to teach them how to search and apply for jobs and navigate the job market. As part of these individualized sessions, the Contractor may provide, dependent on the needs of the client:
- a. Assistance in locating specific job opportunities suited to the client's skills and experience;
 - b. Individual support in job application process including assistance with preparation of cover letter, participating in mock interviews, support in organizing, recording and maintaining job search logs;
 - c. Support to a client to prepare for a specific hiring process;
 - d. Assistance in connecting to one or more employers with an interest in the client's skill set;
 - e. Help in identifying and resolving, general employment related barriers and/or challenges to support a successful transition to a career in the civilian workforce;
 - f. Assistance to assess and resolve, through tips and techniques or referrals to community sources, employment barriers that may exist in obtaining and/or retaining employment in civilian workforce; and,
 - g. Information on existing job banks and networks of employers; this must include up-to-date information on job opportunities within their area and support referrals.

4.15. Job Development

- 4.15.1. The Contractor must provide job development services to clients to assist in obtaining civilian employment and is responsible for networking with employers to identify employment opportunities that will match the skills and background of CTS clients. In certain circumstances, the Contractor may be required to increase the intensity and frequency of individual career counselling for clients who are experiencing difficulty. The Contractor must:
- a. Provide job development assistance to facilitate connections with clients and employers to specific jobs;
 - b. Validate potential employers as Veteran friendly or Veteran interested and keep a database of the various jobs available;

- c. Facilitate client access to existing networks of potential employer contacts, both by industry sector and province, to which clients with appropriate skills and knowledge may be further supported to find suitable employment;
- d. Validate employers based on criteria provided by VAC to help identify Veteran-friendly employers;
- e. Validate employers based on appropriate labor and human resources practices and their own industry experiences;
- f. Leverage existing resources as a source of potential employment opportunities;
- g. Create and maintain an internal database of employers interested in hiring Veterans (including Federal Public Service);
- h. Maintain a list of jobs with various language requirements;
- i. Connect with employers on behalf of clients across Canada (providing a central and consistent point of contact) to address the career needs of CTS clients including sharing resumes and participating in interviews;
- j. Collect information and track/report on employer data and the matching of clients with employers;
- k. Offer Job Development services ranging from entry-level to executive positions;
- l. Connect clients who are job searching to employers who are filling the position they desire, in the community they are located in across Canada;
- m. Liaise with VAC, to access established connections for Veteran friendly employers and other service providers and not-for-profit organizations operating in Veteran employment;
- n. Collaborate with VAC and not-for-profit organizations operating in Veteran employment to find innovative ways to match employers with CTS Candidates, including but not limited to information sessions, webinars and virtual job fairs; and,
- o. Help clients navigate the application and selection processes for each job and prepare for interaction with the employer. This must include providing support through to hiring, including providing guidance on how to communicate with the employer about any special needs or requirements once employed.

4.16. Pre-Plan Closure/Employment Transition Support

- 4.16.1. The Contractor must provide support to the client during the initial phases of employment and/or prior to the closure of a plan. They must contact the client a minimum of once and a maximum of twice in the three month period between the completion of all activities on the client's career transition plan and file closure, to do a status check in relation to the client's success with, or search for, employment. There must be minimum one but not more than two follow-up to ensure needs have been met.
- 4.16.2. If at any time during the follow up process a client no longer wishes to be contacted, the Contractor must honour the client's wishes, and update their systems accordingly and track the reason that is provided by the client. This information should be available on any follow up reports and should include the rationale provided by the client, if available.

4.17. Closure

- 4.17.1. Three months after the completion of the last goal on the CTS Plan, the Contractor must close the Plan and complete a closure report.

4.18. Missed Appointment and Non-Participation

- 4.18.1. The Contractor must have the ability to address and possibly suspend services, in consultation with VAC, for clients who are not participating in their plan, or habitually missing planned appointments.
- 4.18.2. Approval to suspend will be based on criteria provided in advance by VAC. If there are unique situations not addressed by the pre-established criteria, these will be dealt with on a case by case basis.
- 4.18.3. Notification of the suspension of services will be provided by VAC to the client, following receipt of confirmation from the Contractor that the client is not participating.

4.19. Post Plan Closure Follow up

- 4.19.1. At the six month and twelve month post-plan closure dates, the Contractor must reach out to the client to check in on their status. During the check in a client should be reminded about available web and Contractor services. This follow up should be captured in the Contractor's system and reportable.
- 4.19.2. If a client has declined follow-up at plan closure or at the six month check in, the Contractor must establish a protocol to ensure the Client's request is respected. This should be noted in the Contractor's system and be reportable.

4.20. Re-engagement /Inquiries on a Closed Plan

4.20.1. The client continues to be eligible for CTS as long as there is no termination date relevant to the client's eligibility. Clients may re-engage by self-referring through VAC or the Contractor at any time during their working life/eligibility. The expectation is that the Contractor will confirm that the client continues to be eligible. This includes obtaining the necessary supporting documentation from the client. This information must need to be stored and accessible by VAC in electronic format in accordance with Section 6, if applicable.

4.20.2. If, at self-referral, the Contractor determines the client is no longer a resident of Canada or the client is participating in the Rehabilitation Services Program, the client is no longer eligible for CTS. The client's file must be referred back to VAC for a closure decision.

4.21. Maximum Number of Service Hours

4.21.1. The Contractor must provide services to individual clients within the maximum number of hours listed below. These hours include the time required to complete the data/reports listed in Appendix 1.

Table 4: Maximum Number of Service Hours per Plan

Service	Maximum Number of Hours per Plan	Client Type
Intake Assessment/Re-assessment Assistance	1	All
Career Counselling and Educational Planning Labour Market Information Services Follow Up Services*	7.5	
On-line Resources and Instruction	Unlimited	
One-on-One Career Counselling** Referrals to other organizations	8.5	Veterans and Survivors, including CFIS recipients
	7	Releasing CAF Members and Spouses/Common-Law Partners
Job Finding Assistance/ Development	12	Veterans and Survivors, including CFIS recipients
Pre-Plan Closure/ Employment Transition Support	3	Veterans and Survivors, including CFIS recipients

*Includes time for six and twelve month follow-up as well as time for client initial reengagement questions after closure.

**Including associated planning and documentation activities.

4.21.2. Most clients will not require the maximum allowable number of hours. Prior approval for additional hours beyond the maximum number of hours must

be obtained from VAC. Approval must be documented in the Contractor system.

5. GENERAL REQUIREMENTS

5.1. CTS

- 5.1.1. VAC clients frequently move, within Canada on a temporary or permanent basis. Clients must be able to access CTS, without interruption, regardless of changes in their residential address.

5.2. Language of Work

- 5.2.1. As per Section 25 of the *Official Languages Act* (See Appendix 2), VAC is responsible for ensuring that products, systems and services provided on VAC's behalf by a third party (including the Contractor) include the ability to communicate with VAC clients and provide services in either official language. Use of simultaneous interpreters or translators is not sufficient to meet this requirement. VAC is also responsible for implementing monitoring mechanisms to ensure the availability and quality of these services in their whole.
- 5.2.2. The Contractor is responsible for ensuring their staff have the ability to provide services fluently in the client's official language of choice, including at career fairs and promotional events. This includes delivery of all virtual messages and capacity to address technical issues and complaint resolution. Further, there must be someone at the management level in the Contractor's organization who is fluently bilingual.
- 5.2.3. The *Accessible Canada Act* (see Appendix 2) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization under Federal jurisdiction, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.
- 5.2.4. VAC has a role in implementing the Government of Canada's vision for a more accessible Canada as VAC provides the information technology infrastructure supporting the delivery of digital services to Canadian Veterans and their families. Furthermore VAC is engaged in the procurement of goods and services, which is governed by the *Accessible Canada Act*. The objective is a more accessible and usable information technology infrastructure for the broadest range of users including government officials, Canadians and those with disabilities.
- 5.2.5. VAC is committed to providing leadership by procuring accessible Information and Communication Technology (ICT) goods and services while supporting the goal of inclusive by design and accessible by default. This procurement includes accessibility requirements which are adopted

from the EN 301 549 (2018) Harmonised European Standard Accessibility Requirements for ICT Products and Services.

5.2.6. All ICT components of the proposed solution must conform with relevant accessibility requirements of the EN 301 549 (2018) as detailed in Appendix 6 – Accessibility Requirements. These components include but are not limited to:

- a. User interface, including administrative interface;
- b. Help and support services;
- c. Product documentation;
- d. Secure messaging;
- e. Resources and instructional materials;
- f. On-line scheduling appointment capabilities;
- g. Live chat;
- h. Counselling sessions via telephone or virtual collaboration tools;
- i. Document upload and retrieval;
- j. Group webinars within the portal;
- k. Resume writing tool;
- l. Mobile applications;
- m. Sign-ons;
- n. Canned and ad hoc reports;
- o. Emails generated by the system, and
- p. Invoices.

5.2.7. The accessibility requirements in Canada's procurement contracts are expected to evolve and may become more comprehensive and rigorous, the Contractor must adhere to, evolve and adapt to changes in the accessibility requirements. See Appendix 6 – Accessibility Requirements for more details on accessibility and the current requirements.

5.3. Location of Facilities and Work

5.3.1. All aspects of the Work must be conducted in Canada. Department data and data management services, data centres, data storage, networks, and centres of operation must be located in Canada, in compliance with the requirements for secure information management. All external tools that are used by the Contractor must be approved by VAC and store information in Canada.

5.3.2. All VAC data must be logically separated from all other data (e.g., all other books of business).

5.3.3. Centres of operation, and websites must be accessible, free of charge, by clients/members, from both inside and outside Canada via phone, web and/or mail. All tools used by the Contractor in the delivery of the services, such as resume building tools, must be available to the client without charge.

5.4. Hours of Work

5.4.1. On-line resources must be available 24 hours/day, seven days per week.

5.4.2. Remaining CTS operations must be provided during core business hours from 8:00 am to 5:00 pm, in each Canadian time zone, Monday through Friday, excluding federally recognized statutory holidays.

5.5. Human Resources Requirements

5.5.1. Career Counsellors

5.5.1.1. The Contractor must ensure that Career Counsellors have been delivering career counselling/placement services for at least 12 months in the last three years; and have a current certification/registration or equivalent military related experience as defined below:

- a. Certified Vocational Rehabilitation Professional (CVRP)
- b. Canadian Certified Counsellor (CCC) or Certified Career Development Practitioners (CCDP)
- c. Psychoeducator (Ps.Ed) registered with *Ordre des psychoéducateurs et psychoéducatrices du Québec*; or
- d. Career Counsellors registered with the *Ordre des conseillers et conseillères d'orientation du Québec*.
- e. Canadian Armed Forces military experience as a Base Personnel Selection Officer or working in a Canadian Armed Forces Recruiting Centre or related personnel selection based military work environment

5.5.1.2. Certification/registration must be maintained post hire.

5.5.1.3. Career Counsellors who possess other certifications or accreditations from a Canadian association, professional body or institution may be accepted on approval by VAC when combined with acceptable education and related they have the following career counselling/placement work experience:

- a. minimum academic and professional qualifications (Masters in education/counselling/social work or a Bachelor's degree in a related field); and,
- b. a minimum of 12 months' work experience in career, employment, educational counselling; or counselling in another related field, such as social work, in the last three years.

5.5.1.4. If the potential counsellor does not have the certification or

accreditation, the certification can come later with the development of a plan and oversight by the Contract Manager. During the time the certification is being worked towards, the potential counsellor must undergo quality review and regular following, monitoring and feedback.

5.5.1.5. For those Career Counsellors who do not have the qualifications outlined in Section 5.5.1, the Contractor must provide proof of education or military equivalencies and qualifications to the VAC Contract Manager with the request for approval of the Counsellor. VAC may approve or refuse all such proposed Counsellors based on their education or work experience or professional designation.

5.5.2. Job Developers

The Contractor must ensure that the Job Developers have either:

- a) a Certificate, Diploma or Degree in either business, or sales and marketing, and a minimum of three years of job development experience in:
 - i. conducting cold calls with external organization and identifying employers in the community with hiring needs;
 - ii. seeking job leads from prospecting and actively engaging employers;
 - iii. helping to negotiate employment opportunities with clients;
 - iv. documenting employer requirements so that clients can prepare effectively for interviews;
 - v. ensuring job placements are supported to the extent required; and,
 - vi. matching clients with employment opportunities secured through the job development process.

- b) equivalent military related or Veteran-centric experience such as:
 - i. experience in a Canadian Armed Forces recruiting centre as a liaison officer or clerk; working in support of Canadian Armed Forces community outreach programs nationally or internationally; experience as a Base Personnel Selection Officer; or other unique military experience role involving extensive community liaison, external relations and public facing interaction.
 - ii. Public Servants or employees of the Royal Canadian Legion who have worked in Veteran-facing advisor roles may also be considered suitable candidates for this role.

5.5.2.1. For those Job Developers who do not have the qualifications outlined in Section 5.5.2, the Contractor must provide proof of education or military equivalencies and qualifications to the VAC Contract Manager with the request for approval of the Job Developer. VAC may approve or refuse all such proposed Job Developers based on their education or work experience or professional designation.

5.5.3. For audit purposes, the Contractor must maintain proof of education and qualifications.

5.5.4. The Contractor must provide hiring opportunities for qualified CAF Veterans and Indigenous persons who meet the essential requirements of the position and employ at least one Veteran who can advise on matters of military culture and assist in translating military experience.

5.6. Ethics and Best Practice

5.6.1. Career Counsellors must adhere to the standards, ethics, and best practices in career counselling and transition services.

5.7. Contract Manager

5.7.1. The Contractor must have a Contract Manager who will be the Contractor's authorized representative for interfacing with the Project/Contracting Authorities. The Contract Manager must be responsible for overall contract management activities to ensure that all Contractor obligations are conducted in a professional manner and meet the priorities and requirements of this SOW.

5.7.2. The Contract Manager must have, from date of proposal, at least five years cumulative experience over the last seven years, managing a large contract (at least 250 clients per annum) delivering career counselling or career transition services.

5.7.3. Any changes to the individual occupying this position must be pre-approved by VAC and meet the above-noted requirements. Documentation of the individual's experience and background will be provided to VAC to prove the individual meets the requirements.

5.8. Employee Security Requirements

5.8.1. All Contractor employees/personnel must hold a valid Reliability Status, granted by Public Services and Procurement Canada's (PSPC) Contract Security Program. The Contractor must obtain written proof that all employees/personnel meet this requirement prior to the employee/personnel undertaking any work with VAC clients. For audit purposes, the Contractor must maintain the security clearances during the contract period.

5.8.2. The process of having staff security cleared is entirely the responsibility of the Contractor.

5.9. Contract Administration Office

5.9.1. The Contractor must maintain an office with the responsibility to oversee the performance of the Contract and ensure all requirements and service standards specified in this SOW are met. This office will be VAC's primary point of contact for administration of the Contract and must be responsible for the administration, planning, coordinating, managing and prioritizing of the contract requirements and all deliverables.

5.9.2. The responsibilities of this office must include but are not limited to:

- a. Processing all administrative invoices;
- b. Responding to VAC inquiries;
- c. Performing contract management and administration activities and functions;
- d. Acting as a liaison with the Project and Contracting Authorities;
- e. Ensuring that all requirements are well planned and conducted in a seamless manner;
- f. Preparing and submitting reports and data deliverables;
- g. Maintaining, controlling and ensuring that all Contractor employees/personnel have the necessary experience, qualifications, valid and current security clearances and training and certification requirements;
- h. Preparing and submitting invoices;
- i. Performing quality control of all contract deliverables, workplace health and safety, incident reports; and
- j. Ensuring compliance with VAC's Performance Measures and Management Reporting requirements.

5.10. Financial Requirements

5.10.1. The Contractor must provide the following services:

- a. Invoicing for CTS Services, including all charges incurred during the implementation, operating, and phase-out portions of the contract;
- b. Invoicing for direct costs incurred, e.g., reports, counselling;
- c. Invoicing for eligible contract administration charges and other charges for "as and when" required items;
- d. For select travel as determined in the Basis of Payment, invoicing for applicable travel and living costs relating to this contract in accordance with current National Joint Council Travel Directive and Guideline provisions;

- e. Monthly invoices and supporting documentation for each service element provided. The supporting documentation must clearly identify:
 - i. Section of the contract/basis of payment being billed;
 - ii. Date the service was provided to the client;
 - iii. Client name and client identification number for whom the services were rendered; and,
 - iv. Hours billed by client, by service provided.
- f. Periodic management information in the form of financial information and reports;
- g. Ad-hoc financial reporting; and,
- h. Access to financial records and client files in support of VAC audit and/or verification activities.

5.11. Payment for Services

5.11.1. The Contractor is required to invoice VAC on a separate line item basis for each of the billable charges in the delivery of services under the contract/basis of payment. The invoices must be on company letterhead with a unique identification number and the PSPC contract number. Credit memos, issued by the Contractor, for overbillings, errors, and discrepancies must be subject to the same requirements. Billings/credit notes must contain the following minimum information (as appropriate):

- a. Contractor's name and mailing address;
- b. Date of invoice issue;
- c. Current billing address for VAC;
- d. Unique invoice number;
- e. Payment terms of 30 calendar days;
- f. Period and service covered by invoice;
- g. Marked Private and Confidential;
- h. Required supporting documentation attached;
- i. Amount invoiced both exclusive and inclusive of applicable taxes;
- j. Contract number; and,
- k. Procurement business number for the Contractor.

5.12. Applicable Taxes

5.12.1. The Contractor must include all applicable taxes as per the basis of payment on each invoice submitted for payment to VAC. Questions about the taxes to be levied for billable charges should be directed to the Canada Revenue Agency and/or Revenu Quebec for clarification.

5.12.2. The Contractor is the originator for all financial records. The Contractor is also responsible for the storage or scanning of all source documents. This information must be maintained in a data sequence based on client file number stored in files arranged by fiscal years. Further, the Contractor must have the ability to track billable hours by client, and be able to provide this information on request by VAC.

5.13. Performance Incentives and Credits Owing to Canada

5.13.1. VAC will apply fee credits and incentives based on specific articles within this SOW (see Annex B – Appendix 1).

5.14. Service Innovation

5.14.1. The Contractor must keep current with industry standards for career transition services where those standards exist. The Contractor must:

- a. keep current with the most recent changes in the approach to career transition services and technology; and,
- b. present innovative concepts to VAC throughout the contracted period.

5.14.2. While compliance with industry standards is important, it is imperative for the Contractor to focus first on the specific requirements as stated in this SOW.

5.15. Access to Information and Privacy (ATIP)

5.15.1. The Contractor agrees and understands that information under the ownership of VAC (whether in the possession of the Contractor or VAC) is subject to the terms and conditions of the *Access to Information Act* and the *Privacy Act*. See Appendix 2.

5.16. Collection of Personal Information

5.16.1. In accordance with Section 4 of the *Privacy Act*, VAC (or the Contractor) must not collect personal information unless it relates directly to an operating program or activity.

5.16.2. Collection of personal information about clients by the Contractor for the provision of the work must be authorized in VAC legislation and:

- a. Be collected directly from the client with the client's express consent, (consent is not required if collected directly from the client and the client has been provided a privacy notice statement); or
- b. Be transferred from VAC; or
- c. If information is collected from a third party, it must be collected with the client's consent (consent form to be used will be provided after contract award).

- 5.16.3. The Contractor must have administrative controls in place and participate in mandatory privacy training provided by VAC so that the collection of personal information is limited to what is necessary for the related programs or activities and be able to demonstrate the need for each piece of personal information collected.
- 5.16.4. The Contactor must obtain the approval of VAC for any forms used in administering the services related to this SOW. A privacy notice statement is required on all forms that will be used when collecting personal information from clients. The privacy notice statements must include the following elements:
- a. The purpose and authority for the collection of personal information for VAC's program or activity;
 - b. Any uses or disclosures that are consistent with the original purpose;
 - c. Any legal or administrative consequences for refusing to provide the personal information;
 - d. The right of access to, correction of and protection of personal information under the *Privacy Act*;
 - e. Reference to the applicable Personal Information Bank described in the *Info Source*;
 - f. Reference to voluntary or mandatory participation along with consequences; and,
 - g. The right to complain to the Office of the Privacy Commissioner with respect to the contact information.
- 5.16.5. The Contractor's employees must effectively identify themselves to the clients from whom they are collecting personal information and provide clients with a means to verify that they are actually working on behalf of the government and authorized to collect the information.
- 5.16.6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used in a decision-making process that will directly affect the individual to whom the information relates.
- 5.16.7. The Contractor must annotate or correct the information in accordance with the *Privacy Act* within 10 business days of receiving a written direction from VAC to correct or annotate any personal information relating to their clients.

5.17. Use of Personal Information

- 5.17.1. The Contractor must, unless otherwise directed in writing, use all personal information of clients for the purpose(s) for which the information was collected and for uses consistent with that purpose.
- 5.17.2. Any other uses of personal information not identified within the contract must be approved by the VAC Contract Manager in consultation with ATIP.

- 5.17.3. Personal information of clients under the control of VAC (whether in the possession of the Contractor or VAC) must not be disclosed or transferred to a third party, without the prior written permission of the client.

5.18. Requests for Information

- 5.18.1. Should the Contractor receive a request for information, personal or otherwise, collected, used or disclosed for the purposes of the contract, the Contractor must follow business processes that will be provided by VAC. The Contractor must provide VAC access to the information in a timely manner to ensure timeframes stated in the applicable legislation are respected.
- 5.18.2. The Contractor must apply the Standard Operating Procedures developed during the Implementation Phase with regard to requests for personal information, including the retrieval process when records are requested.

5.19. Audit and Inspection of Records or Personal Information

- 5.19.1. The Government of Canada (GoC) may, at any time and upon reasonable notice to the Contractor, enter the Contractor's facilities to inspect, audit, or require a third party to audit the Contractor's compliance with the privacy, security, and information management requirements under the contract and that the Contractor must co-operate with any such audit or inspection.
- 5.19.2. The Contractor must maintain specific information to enable the conduct of information audits, including inspection of:
 - a. Any personal information in the possession of the Contractor;
 - b. Any of the Contractor's information management policies;
 - c. Practices relevant to its management of personal information; and
 - d. Non-compliance with the contract.

5.20. Notification of Breach

- 5.20.1. The Contractor must immediately notify the VAC Contract Manager, in writing, of any non-compliance with the privacy provisions of the contract in any respect.
- 5.20.2. The Contractor must immediately notify the VAC Contract Manager, in writing, when it becomes aware of a potential breach of privacy. This includes but is not limited to:
 - a. Unauthorized collection of the personal information in its custody;
 - b. Unauthorized access to or modification of the personal information in its custody;
 - c. Unauthorized use of the personal information in its custody;
 - d. Unauthorized disclosure of the personal information in its custody; and,

- e. A breach of privacy or security with respect to personal information in its custody or with respect to any computer system in its custody that may be used to access personal information.

5.20.3. The Contractor and VAC must work to achieve resolution and compliance with GoC privacy requirements.

5.20.4. The Contractor must follow the standard operating procedures developed during the contract implementation phase.

5.21. Information Management

5.21.1. Ownership and Control

5.21.1.1. All information (personal or otherwise) which is used, processed, handled, stored, and recorded by the Contractor for the purposes of fulfilling the requirements of the Contract, regardless of the format, medium, and physical characteristics, remains under the ownership and control of VAC. All applicable federal legislations apply under all circumstances, even when such information is the sole custody of the Contractor.

5.21.1.2. In accepting this contract, the Contractor acknowledges that VAC maintains ownership and control over all personal information and any other information that is collected, created, captured, received, used, processed, handled, stored, and recorded by the Contractor when fulfilling the requirements outlined in the Contract.

5.21.1.3. Upon delivery of the final requirements of the contract, or upon termination of the contract for any reason, the Contractor will ensure that all information referenced above is returned to (or remains with) the VAC Contract Manager or is approved for a disposition process by the VAC Contract Manager following consultation with VAC Information Management.

5.21.2. Non-Disclosure of VAC Information

5.21.2.1. All information, whether technical, financial or otherwise, including without limitation all protected or classified secret or confidential information belonging to Veterans Affairs Canada, in whatever form, created to fulfill the requirements of this contract, is a valuable, special and unique asset belonging to Veterans Affairs Canada. The contractor agrees that it will not disclose information belonging to VAC to any person, firm, corporation, association or any other entity for any reason or purpose whatsoever, both during and after the contract period.

5.21.3. Records Management

5.21.3.1. The Contractor must ensure that any and all records created in any form as the result of the Contract, regardless of the medium and the physical characteristics, remain the property of VAC and that the records are not used, disclosed or disposed of without prior written authorization from the VAC Contract Manager. The Contractor must further ensure it will only collect the information that is directly required for the purpose of the Contract and that this information will not be used for any other purpose than to perform the work.

5.21.3.2. The Contractor must maintain a records storage space in accordance with GoC security standards for Protected B electronic and paper records (See Appendix 2).

5.21.3.3. The VAC Contract Manager, in consultation with VAC Information Management, will set retention periods for all types of information in any form collected, created or held by the Contractor for both client and VAC departmental information. Retention periods for this information will be retained and disposed of in accordance with the Disposition Authority (2017-002), Library and Archives Canada. When retention periods have expired, the Contractor will seek written permission from the VAC Contract Manager, and VAC Information Management, to dispose of the records and, if granted, the Contractor must dispose of the information in accordance with GoC standards concerning the disposal of Protected B information. Upon approval, all data must be disposed of using GoC approved methodology. Information, documentation, and records must not be sold, donated, auctioned, or discarded. The Contractor must provide the VAC Contract Manager with a certificate of secure destruction, which details the date and volume of records, including a listing of the destroyed records within 30 days of the destruction.

5.21.3.4. The minimum retention period for GoC financial records is seven fiscal years (i.e., current fiscal year plus previous six years) as per the *Income Tax Act* (R.S.C., 1985, c. 1 (5th Supp.))(Section 230). The Contractor must make provision for the storage of up to seven years of their financial records.

5.21.3.5. The Contractor must retain all electronic and non-electronic information, unless otherwise specified by the VAC Contract Manager at the Contractor's expense and in a format acceptable to the VAC Contract Manager. VAC has the right to access all relevant paper based and electronic records relative to its clients pertaining to CTS/ provided by the Contractor. No paper documents or electronic records shall be destroyed until permission is received from VAC.

5.21.3.6. The Contractor must ensure that documents and records are labelled, filed, and stored in a logical and organized manner, using the client identification number, which will enable proper disposition or an effective and efficient transfer of documents back to VAC, upon completion of the contract. All hard copy material must be filed in boxes,

organized by client identification number, inventoried, and clearly labelled to facilitate transfer and integration back to the Department's holdings. The Contractor must ensure that any information created in digital format remains accessible to VAC in an electronic format approved by the VAC Contract Manager.

5.21.3.7. The Contractor must store all information for the purposes of the contract independent from all other databases. The Contractor must store all paper records for the purposes of the Contract in a segregated area.

5.21.3.8. All work under this contract, including any electronic data back up and storage, must be performed in Canada.

5.22. Trans Border Data Flows and Storage of Information

5.22.1. As the Contractor is responsible for the collection of sensitive personal information of clients, the Contractor must take all steps to ensure that the client's privacy is protected against any possible risks related to the issue of trans-border flow of information in accordance with the laws of Canada. Such protection can only be satisfactorily achieved if all databases are located in Canada where compliance with Canadian privacy laws can be assured. The Contractor must not engage in any such activities where personal information of VAC clients may be compromised by foreign laws.

5.22.2. The Contractor must manage information and electronic data to meet Canada's operational requirements and must ensure that:

- a. All aspects of data processing is conducted and only accessible in Canada;
- b. Database(s) is located and only accessible in Canada;
- c. Database(s) is physically independent from all other databases, directly or indirectly, which are located outside of Canada;
- d. All data centres, call centres, centres of operations and records and information storage (electronic and hard copy data and information) as well as any backup locations are located in Canada and a backup plan is in place;
- e. The remote access to data and data systems be restricted to individuals or entities who have obtained prior approval in writing by VAC to do so;
- f. Data in transit is appropriately encrypted in accordance with the requirements outlined in this SOW; and
- g. Certification for Protection of Personal Information is provided.

5.23. Revisions/Flexibility

5.23.1. VAC's policies and business processes are subject to revisions as a result of implementation of initiatives and/or changes in legislation or regulations. The Contractor must make any necessary adjustments to the services and/or service levels under this contract as a result of these revisions.

6. PROJECT IMPLEMENTATION PHASE – REQUIREMENTS

- 6.1. The Contractor must undertake the specific work required for all Phases. The work performed by the Contractor within each phase of the Contract must be delivered to and accepted by the VAC Contract Manager or a designated representative.
- 6.2. The Implementation Phase commences upon Contract Award for a period of seven months and ends with the implementation of Operations and Maintenance. In this Phase, the Contractor must customize and/or develop the system and services as required. This phase represents the period when the Contractor must make ready the business solution to provide the service required. At the completion of this phase, CTS requirements must be fully functional and the Contractor must be equipped to commence full service in accordance with the Performance Standards and Quality Assurance.

6.3. Project Coordination Meetings

- 6.3.1. The Contractor and representatives from the Contractor's staff involved in finance/invoicing, information technology (IT) systems and career transition service delivery, must travel to Charlottetown, PEI, for an initial meeting with VAC staff. This meeting is anticipated to be held within two weeks of contract award and will take place over five days. It will be led by VAC. This meeting can be held virtually if deemed appropriate by VAC.
- 6.3.2. VAC will be responsible for providing the meeting room. The Contractor must ensure that appropriate staff are available for the above-noted meeting and make all necessary travel arrangements for their staff.
- 6.3.3. The Contractor must participate in Project Implementation teleconferences with VAC to identify appropriate contacts and stakeholders, to confirm any required adjustments to the Contractor's plans and identify and resolve project start-up issues.

6.4. Project Implementation Plan and Integrated Schedule

- 6.4.1. The Contractor must develop a Project Implementation Plan with Integrated Schedule and provide to the VAC Contract Manager within 15 days of contract award. The VAC Contract Manager will provide comments and, if required, make recommendations to the Contractor for changes to the Implementation Plan and Integrated Schedule. The Contractor must revise the plan, as required, and obtain final acceptance of the plan from the VAC Contract Manager. The Contractor must manage the Implementation Phase according to the plan. The implementation plan must be based on project management best practices.
- 6.4.2. The Implementation Plan and Integrated Schedule must include all activities required to ensure that the requirements described in the SOW are met. The Contractor must clearly identify the tasks, goals, deliverables, dependencies, resource build-up and baseline schedule for all activities

required to successfully complete the Implementation Phase. The Project Implementation Plan and Integrated Schedule must demonstrate that all services and systems described in the SOW will be ready for implementation, tested in time to correct deficiencies, and certified and accredited prior to the start date of the Operations and Maintenance Phase.

- 6.4.3. The Plan must outline the Contractor's strategy to transfer career transition services and data from VAC and/or the existing Contractor. The Contractor must work with the existing Contractor and/or VAC to ensure that the transition from the current delivery of career transition services to the new delivery of services occurs on time and in a seamless fashion for VAC clients and personnel.
- 6.4.4. The Contractor's Implementation Plan must also include an initial risk assessment and analysis identifying each implementation risk including:
 - a. whether that risk can be controlled or avoided;
 - b. the probability of occurrence;
 - c. the possible impact on service delivery; and,
 - d. a sound mitigation strategy for that risk.
- 6.4.5. The Contractor must provide VAC with weekly written implementation status updates against the Project Implementation Plan schedule. The updates will be provided to the VAC Contract Manager who will share with the working group for review. This will provide an opportunity to discuss and resolve any issues, mitigation strategies and to manage change throughout the Implementation Period. Weekly implementation meetings will be held by teleconference or videoconference. The format of the written updates will be agreed up during the initial implementation meeting.

6.5. Existing Client Transition Plan and Timeline

- 6.5.1. VAC will notify all transitioning Clients of the change in Contractor and service delivery prior to the commencement of the Operations and Maintenance Phase.
- 6.5.2. The Contractor must contact each transitioning Client to introduce the Client's new Career Counsellor.
- 6.5.3. On the Implementation Date, the Contractor must assume responsibility for the delivery of Career Transition Services for Clients identified by VAC. The Client's Career Transition Services and data, will be transferred in accordance with the timelines in the Implementation Plan.

6.6. System Development/Customization

- 6.6.1. During the Implementation Phase, the Contractor must consult and work with designated VAC staff with subject-matter expertise to ensure that the Business Requirements accurately reflect the detailed CTS requirements.

6.6.2. The Contractor must provide VAC system resources as defined in Table 5 to develop and/or modify internal VAC systems to support the requirements outlined within the SOW. This will include full integration with the Contractor solution as described in this SOW and updates that may be required to existing VAC systems. Contractor will be expected to align hours of work with VAC IT resources as needed. VAC will provide Contractor with the necessary equipment to perform required work in VAC IT systems. The Contractor must provide proof of IT resource experience upon request to VAC.

Table 5: VAC System Resources

VAC System Resources	FTE estimates
<p>1) Scrum Master</p> <ul style="list-style-type: none"> a) Requires minimum three (3) years of experience and certification from Scrum.org or Scrum Alliance. b) Responsibilities include, but are not limited to: <ul style="list-style-type: none"> i) Coordinate with several Project Managers or Scrum Masters, each responsible for an element of the project and its associated project team; ii) Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters; iii) Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof; iv) Define and document the terms of reference for the project team; v) Support the Product Owner, specifically in the Product Backlog, ensuring it is clear and concise; vi) Report progress of the project on an ongoing basis and at scheduled points in the life cycle; vii) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools; and, viii) Project sign-off. 	1
<p>2) Microsoft Dynamics 365 Developer</p> <ul style="list-style-type: none"> a) Requires minimum three (3) years of experience. b) Responsibilities include, but are not limited to: <ul style="list-style-type: none"> i) Create and modify code and software; ii) Create and modify screens and reports; iii) Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; iv) Design methods and procedures for small computer systems, and sub-systems of larger systems; 	1

VAC System Resources	FTE estimates
<ul style="list-style-type: none"> v) Develop, test and implement small computer systems, and sub-systems of larger Systems; and, vi) Produce forms, manuals, programs, data files, and procedures for systems and/or applications. 	
<p>3) Microsoft .NET Tester</p> <ul style="list-style-type: none"> a) Requires minimum three (3) years of experience. b) Responsibilities include, but are not limited to: <ul style="list-style-type: none"> i) Test planning and coordination; ii) Supervision of testing in accordance with the plan; iii) Management and monitoring of test plans for all levels of testing; iv) Management of walkthroughs and reviews related to testing and implementation readiness; v) Status reporting; vi) Development of test scenarios and test scripts. vii) Establishing and maintaining source and object code libraries for a multi-platform, multi-operating system environment; viii) Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures; ix) Establishing and operating “interoperability” testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure; and, x) Establishing a validation and verification capability which assumes functional and performance compliance. 	1.5
<p>4) Integration Developer</p> <ul style="list-style-type: none"> a) Requires minimum three (3) years of experience. b) Responsibilities include but are not limited to: <ul style="list-style-type: none"> i) Create and modify code written in Microsoft .NET, Java, and SQL; ii) Create and modify screens and reports; iii) Develop and maintain unit and integration tests; iv) Develop APIs for multi-system integrations; v) Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; vi) Design methods and procedures for small computer systems, and sub-system of larger systems; vii) Develop, test and implement small computer systems, and sub-systems of larger systems; and, viii) Produce forms, manuals, programs, data files, and procedures for systems and/or applications. 	2

VAC System Resources	FTE estimates
<p>5) Business Analyst</p> <ul style="list-style-type: none"> a) Requires minimum three (3) years experience including experience working within Microsoft Dynamics CRM, with Agile methodologies and as part of Scrum team. b) Responsibilities include, but are not limited to: <ul style="list-style-type: none"> i) Develop and document statements of requirements for considered alternatives; ii) Document system requirements in Gherkin; iii) Perform business analyses of functional requirements to identify information and procedures and design processes, workflows and decision flows; iv) Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems; v) Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems; vi) Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the processes; vii) Support and use the selected VAC departmental methodologies; viii) Develop, conduct and facilitate training and materials; ix) Establish acceptance test criteria with client; x) Plan, coordinate, conduct and document testing; and, xi) Perform system troubleshooting. 	<p>2</p>

6.6.3. Microsoft CRM Dynamics is the primary system of record used for processing the CTS program at VAC and in-house developed .NET based integration layer for communications to 3rd party systems.

6.6.4. The VAC System Resources team would be engaged following the contract award and expected to remain available and engaged until one month following the system being released into Production to allow for successful development and handover.

6.6.5. The Contractor must gather and document the detailed business requirements for the services and systems that will be tailored/customized/developed. The Contractor must obtain approval of the Business Requirements from the VAC Contract Manager. The format to be used to document business requirements will be agreed to during the initial implementation meeting. The VAC Contract Manager will be responsible for sign-off of these detailed requirements.

6.6.6. The Contractor must develop and/or customize its system(s) and front-end channel to ensure that all CTS technical requirements are met.

- 6.6.7. The Contractor must ensure that their existing network, database and application architecture do not limit VAC's business and system requirements for CTS.
- 6.6.8. The Contractor must ensure full connectivity and compatibility with the VAC's technical infrastructure through secure web services.
- 6.6.9. During system design and development, the Contractor must work with VAC's Information Technology Division to determine the appropriate bandwidth, security and connectivity requirements.
- 6.6.10. VAC will provide the appropriate personnel contacts to coordinate the process of establishing the communication channels.
- 6.6.11. The Contractor must finalize and obtain VAC Contract Manager approval of the detailed plan of the network that was submitted with the bid.

6.7. Technical Requirements

- 6.7.1. The technical requirements are subject to security requirements. These requirements are subject to updating and revisions over the life of the contract. The Contractor is required to continually meet GoC security requirements and industry standards as directed by the VAC Contract Manager.

6.8. Frontend Channel (web-based client internet portal)

- 6.8.1. The Contractor must develop the front-end channel ensuring all CTS technical requirements are met. The Contractor must make changes to the frontend channel as and when required to address client feedback.
- 6.8.2. The frontend channel will consist of a secure web-based client internet portal for CTS clients. This portal will include but will not be limited to:
 - a. Website help and support;
 - b. Secure messaging;
 - c. Resume writing tool;
 - d. On-line Resources and Instruction;
 - e. Virtual Career Transition counselling sessions;
 - f. On-line scheduling appointments capabilities, with appointment reminder messages;
 - g. Live chat;
 - h. Mobile application;
 - i. Document upload and retrieval; and,
 - j. Ability to provide group webinars within the on-line platform.
- 6.8.3. Website

6.8.3.1. The Contractor must develop and provide a website where VAC clients can access information about the services available through CTS. The information available on the website must include, but is not limited to, client eligibility, frequently asked questions, employer database and on-line training tools. The Personal Portal login button must be available on the website. The website must also provide Contractor contact information to enable clients and VAC frontline staff to contact Contractor employees/personnel. The website must be:

- a. available in both English and French;
- b. published live on the internet as of the full contract implementation date;
- c. available 24/7 with an uptime guarantee of 99.9%; and,
- d. conform to the following web standards outlined by the GoC (See Appendix 2), found at:
 - Canada.ca Content Style Guide
 - Standard on Web Accessibility (note: where there is a difference of information between the Standard on Web Accessibility and the ICT Accessibility Requirements in Appendix 5 (based on the EN 301 549 (2018), the EN 301 549 requirements take precedence.
 - Optimizing Website for Mobile

6.8.3.2. The Contractor must use the Website Experience Toolkit (See Appendix 2) when developing their website.

6.8.3.3. The Contractor website must indicate that it is delivering CTS on behalf of VAC.

6.8.4. Secure Messaging

6.8.4.1. As part of the CTS portal, the Contractor must provide a messaging component that is secure and adheres to all GoC policies pertaining to security, and client information.

6.8.4.2. The goal of the secure messaging tool is to allow clients to have interactive communication directly with the assigned Contractor Career Counsellor who is working specifically with the client on their CTS Plan.

6.8.4.3. The secure messaging tool must provide the ability to notify clients when they have a new message.

6.8.5. Resume writing tool

6.8.5.1. The Contractor must provide an on-line resume writing tool that will be accessible by CTS clients 24/7 to assist the client with writing and revising a resume. The resume writing tool must utilize and keep up to date with industry best practices.

6.8.6. Training Modules

6.8.6.1. The Contractor must provide training modules on various subjects that may include but are not limited to: interview preparation and questions, cover letter creation, and job search tools. The Contractor will create the training materials with final approval on module content obtained from VAC. These modules should be available in multiple delivery channels, with the primary client delivery through the CTS web portal in an interactive online channel 24/7 to the CTS client. Other delivery channels can include but are not limited to group sessions; primarily through telephone or face-to-face counselling via webcam (video telephony).

6.8.7. Career Transition Counselling

6.8.7.1. The Contractor must have the capability to have interactive communication with clients via telephone or face-to-face via webcam (video telephony) technology. Various CTS services may be delivered via video conferencing; including but not limited to counselling and training modules. The telephone or face-to-face counselling via webcam (video telephony) system must have the capability to interface with multiple users simultaneously. CTS clients who want to participate in telephone or face-to-face counselling via webcam (video telephony) will be responsible for accessing the technology required to communicate with the Contractor via this delivery model.

6.8.8. On-line Scheduling Appointment Capabilities

6.8.8.1. The CTS client internet portal must contain the capability for client to view the calendar of the Contractor's career counsellor staff from an availability/busy perspective, and allow clients the flexibility to schedule appointments at their convenience. The portal must have the capacity to send out reminder message to clients for upcoming appointments.

6.8.9. Live Chat

6.8.9.1. The CTS client portal must offer a secure live chat component as an option for the client once they have logged into the CTS portal. The live chat tool would link to the next available career counsellor, and allow clients to ask/answer questions with a counsellor at their convenience. The Live Chat tool would be available during the posted service hours of CTS.

6.8.10. Mobile Application

6.8.10.1. The Contractor must provide their CTS online portal functionality as a Mobile Application.

6.8.11. Document Upload and Retrieval

6.8.11.1. The CTS secure web-based client internet portal must have the functionality to allow clients, VAC staff and CTS career counsellors to upload and retrieve documents once logged on to the system. Such documents would be stored in a secure environment and only accessible to authorized staff or the individual client.

6.8.12. Group Webinars

6.8.12.1. The CTS secure web-based client internet portal must have the ability to provide for group webinars based on on-going client feedback received on topics of interest, at a minimum, four times per year. Webinar schedule and topics need to be promoted to clients and validated by VAC.

6.8.12.2. The Contractor may identify opportunities to provide group sessions when clients are seeking similar information/training and support services and the Contractor identifies that clients may benefit from learning in a group environment. The client must be in agreement with this approach.

6.9. Access to Query and View Functions for VAC Staff

6.9.1. The Contractor's CTS system must provide authorized VAC staff with the ability to access CTS information within the Contractor's system to view information and perform information queries within the CTS system including the ability to export the results. This system capability is required for verification of data between the CTS system and VAC's Microsoft GCcase system.

6.10. Contractor Training Database

6.10.1. The Contractor must provide a systems environment specifically for training purposes, which duplicates all aspects of the production environment. Data used in training sessions is subject to the privacy standards of the Contract and, therefore, the Contractor must ensure that any data which identifies a client/member is masked to ensure that personal information cannot be attributed to an actual client.

6.10.2. The training environment must be refreshed with each production release of system changes.

6.11. Graphical User Interface

6.11.1. The Contractor's system must include graphical user interface screens in a Windows environment that is compatible with the technical infrastructure for VAC. Screen layouts and functionality must conform to appropriate GoC information technology requirements and standards, and *Official Languages Act* requirements. The information must be available in an

integrated, graphical user interface supported with clearly defined documentation and easy navigation tools.

- 6.11.2. The system screens must provide search capabilities and “print friendly” functions.

6.12. Data Exchange

- 6.12.1. The Contractor must provide the ability to electronically communicate between the CTS and VAC systems. The solution must provide the following two types of exchange:

a. Real Time Data Exchange

- i. The Contractor must host RESTful web services that will be used to add, update, and delete client biographical and CTS related information from VAC’s system. The Contractor must also host RESTful services to return detailed data, on demand, from the CTS system.
- ii. The Contractor must call VAC hosted RESTful web services to deliver CTS data to VAC in response to events deemed significant by program management within the CTS system.
- iii. The Contractor must support web service payload data including but not limited to, text data such as client bio and CTS data as well as binary data such as scanned and text-only PDF documents.

b. Bulk Data Transfers

- i. Required for any large data extract files required on a weekly, monthly, annual or ad hoc basis.
 - ii. The Contractor must use PSPC’s Managed Secure File Transfer (PSPC MSFT) as the method of sending bulk data.
 - iii. The Contractor must ensure that bulk data transfer data formats available include, but are not limited to, XML, CSV, and other ASCII delimited file formats.
- 6.12.2. The Contractor must have the capability of exchanging information with VAC for purposes such as client eligibility, status, coverage and events.
 - 6.12.3. The Contractor must facilitate transactional exchanges between the CTS application and VAC (individual, synchronous messages relating directly to an event in one system or the other). Transactional data must be transferred and applied synchronously and in real time.
 - 6.12.4. All of VAC’s access to Contractor systems must be compatible with VAC’s software and able to run on the VAC LAN/WAN.

6.12.5. Data exchange must take place in a secure manner without manual intervention, using the protocols and procedures specified by the SOW, as per specified federal security requirements for Protected “B” information (reference CSE publications for guidance).

6.12.6. Data Exchange Format

6.12.6.1. All transactional data that is exchanged to/from VAC, with the exception of binary pdf documents, must be in Extensible Mark-up Language (XML) format and conform to XML Schema Definitions (XSD's) that will be drafted during the design/development phase. All transactional data sourced from the Contractor's system must meet the following requirements:

- a. All such data must have a “date created” and a “date last updated” date and time stamp, using Greenwich Mean Time (GMT).
- b. Each transaction must indicate whether the record is a Delete, an Insert, Select or an Update. The XML stream must contain all fields and data in the applicable record.
- c. Each transaction must contain VAC's primary identifier for the client.
- d. Binary documents will be transferred using binary to eliminate overhead required for encoding Base64 for xml transfer.

6.12.6.2. The Contractor must supply a data dictionary in electronic format, providing Canadian French and Canadian English descriptions of all data records and fields, along with field lengths and data types. Any changes to the data structure must be sent to VAC at least one month in advance of the changes.

6.12.6.3. The CTS system must have export capabilities, such that upon the request, the Contractor must export CTS data, either in whole or in part, as specified by VAC. The export must be made available in multiple formats including Binary, XML, Comma Separated Values (CSV), and other ASCII delimited formats.

6.13. Data Exchange System Integration

6.13.1. To facilitate transactional data exchange with VAC, the Contractor must maintain a message queuing infrastructure that will interface with VAC's transactional data exchange product in real time to allow for seamless information exchange.

6.13.2. The Contractor must provide a separate, secure infrastructure to allow for the secure transmission of large volume files between the Contractor and VAC using Managed Secure File Transfer (MSFT).

6.14. VAC Supplied Data

6.14.1. The CTS system must automatically process VAC transactional data to create, update or terminate client account information in real time.

6.14.2. Data supplied to the Contractor from VAC includes but is not limited to:

- a. Client Biographical Information (e.g., name, address, contact information);
- b. Client Eligibility Information (e.g., eligibility type, effective dates, client type, level of need); and,
- c. Other required/relevant client information (see below).

6.14.3. The following table identifies data elements that the Contractor's IT system must capture, store, manage, transfer to VAC and protect. This is not an exhaustive list. VAC will identify any additional data elements that may need to be captured, stored, managed and protected in order to produce and/or manage reports.

Table 6: Data Elements

Registration/ Intake Bio Information	Core Activities
VAC ID and/or Service number	Date of initial contact with client
Client Name	Plan Development Activities/Assessments
Client Type	Progress notes & File comments
Address & Telephone #	Activity & Report dates
Date of Birth	Training & Job Search
Date of Death	One on one counselling activities
Gender	Counselling related to Job Development referrals
District Code	Special Instructions
Eligibility status	Job Readiness activities
Start & End dates	Job Search Preparation Activities
Language Code	Job Finding Support Activities
CTS Counsellor	Job Development Activities
Electronic Referral date/time	Active Job Search Activities
VAC referral Date	National Occupational code
Date of attempted contact(s)	Client Goal
Date first contact made with client	Employment Status
Progress Notes	Training Program Type
Career Transition Plan	Progress notes with client
Career Transition Goals confirmation	Closure form report details
Educational Component of the CTS Plan (including type of educational institution, courses, credentials to be obtained, timelines of semester/course/program, costs)	Dates of contact with client
Educational goals (including target dates & completion dates)	Work Items
Closure Reports	Documents
Access to on-line modules	
Client confirmation of modules rec'd	
Client conformation of contact	
Date, time, type & # of activity hours	
Periods of Study (course, duration, results)	

Track change in status of client type (still serving, releasing, released) Employment status Education Level Training and Skills Summary Occupational Goal Client Identified Needs Service on release (Regular Force, Reserve Force (Class A, B, C), Supplementary Reserves) Years of service	
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6.14.4. The Contractor must be able to report on the breakdown of all costs by client and by activity. This would require that the date, time, type and number of activity hours (e.g., counselling) must be tracked and recorded for each client.

6.15. Network Acquisition and Set-up

6.15.1. The Contractor must be responsible for the design, development, acquisition, testing, maintenance, operational support and implementation of any network infrastructure required outside of VAC's external firewall to meet security and service-level requirements as outlined in various sections of this SOW. The Contractor must ensure full connectivity and compatibility with VAC's technical infrastructure.

6.16. Service Provision

6.16.1. All traffic between the Contractor and VAC must be IP based and remain under the control of VAC. All HTTP traffic must be secured with Transport Layer Security (TLS), which must comply with Communication Security Establishment Canada's Guidance on Securely Configuring Network Protocols (See Appendix 2) with the GoC (ITSP.40.062).

6.16.2. All Contractor CTS application-hosting sites must be accessible via DNS either through a remote server or through a documented list provided to VAC with address details.

6.16.3. Real-time monitoring on circuit utilization, availability and interface statistics must be done for troubleshooting and trend analysis. Unscheduled outages must be reported using Incident and Problem Management. A Root Cause Analysis Report is required identifying the cause of the outage, actions taken to resolve the outage, and actions taken to avoid future outages. Planned outages must be communicated to the VAC Contract Manager at least five business days beforehand. Timing of maintenance outages are to be negotiated with the VAC Contract Manager.

6.16.4. The Contractor must install a network management mechanism to ensure network traffic can be prioritized and shaped to meet service level agreements as outlined in this document (i.e., client service applications to get priority over file transfer traffic).

6.17. Network Maintenance Plan

- 6.17.1. The Contractor must provide a detailed plan of the network (system architecture) to VAC for review and acceptance showing all connections, and infrastructure as well as detailed specifications of the software, operating systems and a document plan of how the networks will be established and maintained throughout the life of the Contract.
- 6.17.2. VAC may request changes in the network configuration in reaction to changes within their own organization. This could include additions, changes or deletions of connection to the network. VAC will provide the Contractor with advance notice of any proposed changes in network configuration. The Contractor must address a strategy to handle this type of request in the system architecture plan.
- 6.17.3. The IT infrastructure for CTS outside VAC's jurisdiction, but within the control of the Contractor, must facilitate the realization of service level agreements as outlined in this document.
- 6.17.4. Upon the update of the threat and risk assessment (TRA) or a vulnerability assessment, the Contractor must provide a network architecture diagram and report, demonstrating that all architectural elements comply with established security requirements.

6.18. Operations Infrastructure

- 6.18.1. In order to meet the operational service and support requirements and deliver the services defined herein, the Contractor's computer facilities must incorporate:
 - a. Data communications facilities to support secure transmission of information between and among:
 - i. Clients and the Contractor; and,
 - ii. VAC and the Contractor.
 - b. Separate sub-environments for:
 - i. Applications development;
 - ii. Testing;
 - iii. Training; and,
 - iv. Regular system operations in production.
- 6.18.2. Production operations must not be run on the development or testing facilities and vice-versa. Testing and training environments must mirror the Production environment and be fully synchronized with all changes and enhancements. The training environment data must be refreshed to production monthly and maintain anonymity of client data. The test environment must be refreshed before and after each production release and maintain anonymity of client data. As part of its solution, the Contractor must ensure VAC has access to the testing, training and production

environments. The environments will be used by VAC during system testing, integration testing, regression testing, stress/performance testing, functional testing, security testing, acceptance testing, the validation of electronic data loads (and manual file updates where these are necessary) and report generation. The Contractor must coordinate test data with VAC to ensure test cases can be executed. The Contractor must ensure there is enough data to cover multiple test scenarios based on test ID's supplied by VAC.

- 6.18.3. Off-site facilities and systems for storing backups and a fail-over site for disaster recovery must be set up and maintained, as per the Industrial Security Manual published by PSPC Website (See Appendix 2).
- 6.18.4. Full data centre operation requirements such as heating, ventilation and air conditioning (HVAC), uninterruptible power supplies, backup power supplies, diesel generators, raised floors, and physical access controls. All environments and facilities, including fail-over facilities, where protected information is handled and stored, must adhere to the security requirements defined in this SOW. System hardware and infrastructure must be compatible with GoC hardware and software standards and security requirements for personal computers.

6.19. System Availability

- 6.19.1. The CTS data exchange facility as well as the CTS system portal must be available 24 hours each day/every day.
- 6.19.2. The Contractor must inform clients of downtime for system maintenance at least 24 hours in advance of the shutdown.
- 6.19.3. The Contractor must recheck their ICT accessibility after any maintenance or updates to the system to ensure that it is functioning properly, meeting the requirements as outlined in Appendix 5.

6.20. Business Continuity Plan

- 6.20.1. The Contractor must develop and obtain VAC Contract Manager approval of a Business Continuity Plan (BCP), including a Disaster Recovery Plan (DRP), Disruption Report, including definitions of severity, Pandemic Plan and Crisis Communications Plan. The Contractor must align the BCP and DR plans with the Policy on Government Security (See Appendix 2) and other governmental guidelines, standards, directives relevant to BCP.
- 6.20.2. This BCP plan must include the requirements and information to deal with a pandemic situation in which a lockdown or isolation period is required and all resources must work from home. Security requirements will need to be pre-established and approved by the GoC.

- 6.20.3. The Contractor must implement the BCP, including a DRP, Disruption Report, Pandemic Plan and Crisis Communications Plan and ensure that all plans included in the BCP are kept current through annual reviews.

6.21. Communications Plans and Materials

- 6.21.1. The Contractor must develop a communications strategy, to be approved by VAC, for informing and instructing VAC clients and frontline staff about CTS offered and delivered through the Contract. The Contractor must provide the translated content and design of all communications material and have it approved by VAC's Communications prior to release.
- 6.21.2. All products developed by the Contractor to support the delivery of CTS, including communications strategies, must conform to the Policy on Communications and Federal Identity of the Government of Canada (See Appendix 2).
- 6.21.3. All products must be reviewed and approved by VAC's Communications Division to ensure they are in compliance with the Federal Identity Program and meet the GoC's official languages requirements.
- 6.21.4. Guidance and interpretation on GoC policies will be provided by VAC Communications. Where required, employees will work with VAC program employees and the Contractor to develop materials in adherence to the policies.
- 6.21.5. The Contractor must work directly with VAC's Communication Division, in collaboration with the VAC Contract Manager, to develop all communication products and deliverables. The Communications Division will ensure the products adhere to GoC policies and to obtain Departmental approvals.
- 6.21.6. All materials must adhere to the guidelines as specified by VAC Communications, specifically VAC Style Guide and VAC Look and Feel guidelines.
- 6.21.7. All materials must adhere to the *Official Languages Act*.
- 6.21.8. All materials must adhere to the document accessibility requirements outlined in Appendix 6.

6.22. Client Participation Agreement Form

- 6.22.1. The Contractor must create a client participation agreement form that outlines the responsibilities and expectations of the client and the Contractor as per specifications and format agreed to by VAC.

6.23. Financial Framework

6.23.1. Taking materiality, sensitivity, and risk into account, the Contractor is responsible for the development and implementation of an adequate financial control framework. The financial control framework must be documented and made accessible in support of VAC audit activities. The financial control framework must be approved by the VAC Contract Manager.

6.24. Reporting Services

- 6.24.1. During the implementation period, the Contractor must develop performance and management reports as outlined in this SOW and as per specifications and format agreed to by VAC.
- 6.24.2. The Contractor must develop, during implementation, a plan for obtaining client feedback. The Contractor must utilize an on-line client feedback tool, approved by VAC.
- 6.24.3. Final report specifications and frequencies must be provided during the implementation phase, although the Contractor should expect that monthly, quarterly, yearly (calendar and GoC fiscal year), and contract to date management, performance and financial reporting will be required, including provincial/territorial breakdowns of report contents. Table 7 provides an outline of the types of management and performance reports that are required.
- 6.24.4. All billable services rendered must be linked to the relevant client in the data architecture. VAC must be able to report on all services rendered for a specific invoice, payment, or period (e.g., calendar year, GoC fiscal year, contract year and payment period). Each invoice for a billable service must be linked back to the relevant client(s) in order for VAC to calculate what was spent on that client(s). This would be included as part of the data extract.
- 6.24.5. Reports must be available in both Canada's official languages, English and French, when required.
- 6.24.6. The Contractor must make all client specific data available for loading into VAC's data warehouse (via a data extract). VAC will be able to create its own reports and/or mimic/validate reports created by the Contractor by using this data extract.

6.25. Complete Data Extract

- 6.25.1. Data extracts will be required to fulfil VAC's requirements for management of the information. The Contractor must provide to VAC, a file containing an extract of VAC client data for the purposes of updating the VAC data warehouse. This extract file must be submitted by the Contractor on a regular basis (minimum once per month) to VAC using a

two-way file transfer protocol acceptable to VAC. Specifications will be determined following contract award. The Contractor must provide to VAC, during the implementation period, data architecture and data dictionary information related to the storage of VAC client data and will follow the TBS Policy on Service and Digital and the Directive on Service and Digital (See Appendix 2).

- 6.25.2. The data extract file must be in pipe delimited CSV format and conform to the following standards:
- a. All records must have a created and an updated date/time stamp with a userid;
 - b. For data consistency, the system must record transactions using GMT/UTC, rather than local server time;
 - c. Fields must use common names and lengths across all tables. For example, a client identifier would always be referred to as a "clnt_id" and have the same length and data type;
 - d. All keys and index fields must be clearly marked. All linkages between tables must be clearly marked in the model;
 - e. Any null values must be left as such;
 - f. Records cannot be deleted, but must be end-dated and/or deactivated (active-indicator set to 0 from 1). This makes the system auditable, and eliminates discrepancies;
 - g. On-line screen values must be stored, rather than just calculated;
 - h. Valid screen variable values (lookups) and their French and English descriptions must be stored in code tables, rather than "hard-coded" in the screen logic, so that additions, deletions, and changes to the valid values can be picked up automatically when the code table changes;
 - i. A data dictionary must be provided which has all table and field descriptions. This must be provided in an electronic format, at least one month prior to the end of the implementation period. Any changes must be provided as they are incorporated into the system;
 - j. Volumetrics must be provided for each table, e.g., "approximately 500 new records are added, and 2000 are updated each day";
 - k. VAC must immediately be made aware of all database changes, including field changes, field additions/deletions, field length, type, or precision changes, data fixes, record deletions, and data conversions; and,

- I. Deviations from the above standards must be documented in writing, and submitted by the Contractor to the VAC Contract Manager for approval prior to implementing the deviation.

6.26. Management and Performance Reporting Requirements

6.26.1. The Contractor must provide detailed management and performance reports so that the level of utilization, quality, and cost effectiveness can be assessed in detail across all elements of the service provided. In addition to collecting the data from individual Clients, collating it, and tabulating it into reports of each measure, the Contractor must critically examine the data to highlight areas of significance where performance is either not meeting expectations or it is exceeding expectations. Reports will provide VAC with information in a format to meet VAC's requirements for management information, statistics, financial control, audit, outcome and workload. Final report specifications and frequencies must be provided during the implementation phase.

Table 7: Outline of the Management and Performance Reports Required to be Produced and Distributed by the Contractor

Topic	Description
Management Reports	
Service referrals received	Report(s) that provides the number of referrals and re-referrals received for CTS services, by referral source (VAC, self-referral), including the total number of referrals, and summary statistics; average, median, quartiles, and range of referrals per client. Also include those service re-referrals/inquiries on a closed plan that do not result in the development of a new CTS plan.
Client type	Report(s) that provides the number and proportion of those eligible for CTS by client type, CTS status (i.e., active vs. inactive).
Client type by service	Report(s) that provide the number and proportion of those eligible for CTS by service type (Regular Force, Primary Reserves, Supplementary Reserves and others as eligibility requirements change).
Client status	Report(s) that provides the number of active CTS clients who are participating in each stage of service (e.g., referred, intake assessment, Career Counselling/Educational Planning, follow-up services).
Intake Assessment	Report(s) that provides the number and proportion of those eligible for CTS who have undergone an Intake Assessment. All data points collected in the intake assessment should be reportable.
Career Counselling and Educational Planning Activities	Report(s) that provides the number and proportion of those eligible for CTS who have participated in the career counselling and educational planning activities, (planning, labour market information services, on-line resources and instruction, one-on-one career counselling, referrals to other organisations, Job Finding assistance, which may include Job Development, when applicable).
CTS Plan	Report(s) that provides the number and proportion of those who have a CTS Plan (with or without an educational component), overall and by type.

Topic	Description
Educational Counselling	Report(s) that provides the number and proportion of those eligible for CTS who have been provided with educational counselling, including the total number, average number and range in hours of service, by program(s) eligible.
Labour Market Information Services	Report(s) that provides the number and proportion of those eligible for CTS who have been provided with information services, by category, including the total number, average number and range in hours of service, overall and by category.
On-line Resources and Instruction	Report(s) that provides the number and proportion of CTS clients who accessed on-line resources/instruction related to career counselling and educational planning, by eligibility group and module/tool/topic, as relevant.
One-on-one career counselling services	Report(s) that provides the number and proportion of those who accessed one-on-one career counselling services, by modality (telephone, face-to-face via webcam (video telephony), including the total number, average number and range in number of hours of service, overall and by category.
Referrals to Other Organizations	Report(s) that provides the number and proportion of those who were provided a referral to another organization, including the total number, average number and range in number of hours of service. The report should also provide a listing of the organizations referred to and quantity of referrals.
Job Finding Assistance	Report(s) that provides the number and proportion of those who accessed Job Finding assistance services, by modality (telephone, face-to-face via webcam (video telephony)), including the total number, average number and range in number of hours of service, overall and by category.
Job Development	Report(s) that provides the number of: employers in the database, jobs available, jobs filled, clients referred, clients interviewed, events, event attendees. Report must also include client and employer feedback. Report(s) must also provide this information by province. ,
CTS Plan updates	Report(s) that provides the number and proportion of those who have had one or more updates to their CTS Plan, what the changes were, including a change in employment goals, by total number, average number and range in number of updates overall and Plan type.
Outcomes being achieved	Report(s) that provides the number and proportion of those who have a CTS Plan who have achieved one or more of the goals set out in their plan during the reporting period, including if it is an original goal or an updated goal.
Educational Training	Report(s) that provides the number and proportion of those who an educational component in their CTS Plan that contains by type (formal education/training program vs. short courses) and funding source.
Closure Report	Report(s) that provides the number and proportion of those for whom a Closure Report was submitted, by closure reason (e.g., CTS Plan successfully completed, Veteran withdrew, and VAC terminated service).
CTS Plan duration	Report(s) that provides the average and range of duration for a CTS Plan, overall and by plan type.

Topic	Description
CTS duration	Report(s) that provides the average and range of duration of “active” status in CTS.
Public Service Employment	Report (s) that provide all activities, goals and outcomes in regards to Public Service Employment (numbers of those with a goal to work in the public service and/or numbers and proportion of those employed in the public service at closure).
Follow-up status	Report(s) that provides the number and proportion of those who, at each follow-up period (six months and one year) are: employed in a suitable civilian occupation; participating in the civilian labour force (i.e., either working or looking for work); participating in an education/training program; participating in other meaningful activity; request no further contact or, other (describe).
Outcomes achieved at closure	Report(s) that provides the number and proportion of those who, at service closure/termination are: employed in a suitable civilian occupation if employment was a goal; participating in the civilian labour force (i.e., either working or looking for work); are participating in an education/training program; are participating in other meaningful activity; or, other (describe). Client outcomes must be broken down by clients who received Job Development services versus those who did not.
Client Feedback Report	Report(s) that provides the results of the Client Feedback.
Performance Reports	
Timeliness of service/access to service	Report(s) that provides the number and proportion of service delivery deliverables/activities that were conducted/completed by the Contractor within the service delivery timelines outlined in this SOW.
Annual performance summary	A report that summarizes the previous year’s activities on specified aspects, as outlined in the SOW, including: services provided; client service delivery standards.

6.26.2. All reports must be included in monthly, quarterly and annual updates. The information must be broken out by year to date as well as contract implementation date, so numbers can be compared from year to year.

6.27. Client Database

6.27.1. The Contractor must provide a client file and data store for referral, career transition services delivered, CTS Plan, if applicable, progress notes, training programs and funding sources for training. Regular updates to the client record as client progresses through their CTS Plan and must ensure that current client reports are available as required.

6.27.2. The database identifies eligible clients and status (active versus inactive versus deceased versus closed), eligibility information (client type and associated dates), Progress Notes pertaining to a client’s participation in CTS. The Contractor’s system must include functionality that will enable the tracking of client activity. These functions will support VAC service delivery where required. The system must be capable of producing activity reports and bring forward notifications on various client files. The system

must be capable of searching client files/electronic records by client identification number, name or other keywords. VAC must be notified should circumstances arise which jeopardize the client's participation in CTS. These notifications must electronically transfer to VAC.

- 6.27.3. The Contractor's system must be able to capture data as outlined in Appendix 1 that will provide the necessary updates to VAC on the status and profile of clients. Certain elements must be able to be captured such that they can be:
 - a. Viewed in a readable report, e.g., CTS Plan, that capture all the details of the Plan; and,
 - b. Used to determine a schedule and amount of distribution of payment by VAC.
- 6.27.4. VAC will transmit client data and eligibility information upon initial referral and upon changes in biographical data or eligibility status for CTS. Upon receipt of this information, the responsibility is with the Contractor to ensure this information is securely distributed to appropriate staff within their own organization.
- 6.27.5. For eligible CAF members and Veterans, their client type may change over time, based on military service and/or release status. The Contractor must ensure that they obtain and retain the necessary supporting documentation from the client that supports the client type.

6.28. Inquiry Function

- 6.28.1. Authorized VAC personnel may contact the Contractor with a client inquiry and the expectation is that the Contractor would access their system and provide a response. Therefore, the Contractor's system which stores the data described in above functions must be available and maintained regularly. Inquiries from authorized VAC personnel may also include ad hoc requests for reports on specific clients or roll-up reports on specific data elements.

6.29. Management of Electronic Records

- 6.29.1. The Contractor must use an electronic records database that can be used for records received, created, used or held by the Contractor to manage their information. The Contractor must use a certified electronic document/records management system which will protect essential records and preserve information. The Contractor must state the system which will manage these records and the certification and standards which it meets.
- 6.29.2. The Contractor must have the capacity to convert all paper copy records to electronic records in accordance with the Procedures for Digitization of Paper Records, found in Appendix 5. The Contractor must seek written permission from the VAC Contract Manager, and VAC Information

Management, to dispose of the paper records that have been digitized, and, if granted, the Contractor must dispose of the records in accordance with GoC standards concerning the disposal of Protected "B" information. Upon approval, all records must be disposed of using GoC approved methodology. Information, documentation, and records must not be sold, donated, auctioned, or discarded. The Contractor must provide the VAC Contract Manager with a certificate of secure destruction, which details the date and volume of records, including a listing of the destroyed records within 30 days of the destruction.

6.30. Metadata

- 6.30.1. The Contractor must include records management metadata about each electronic record it collects, creates or holds during the performance of the Work, regardless of format, in accordance with the TBS Standard on Metadata (See Appendix 2).

6.31. Related Requirements and Information

- 6.31.1. The Contractor must provide and manage a change management process, services and systems based on ITIL best practices. The Contractor is accountable for submitting change requests to be approved by the VAC Contract Manager. The VAC Contract Manager will be responsible for prioritizing all change requests.
- 6.31.2. The Contractor must participate in periodic IT meetings with VAC via teleconference. These meetings will review all major problems affecting the network and will be a forum for scheduling of technical maintenance.
- 6.31.3. The Contractor must be responsible for providing an incident management system for managing the process that would allow for an incident ticket to be opened, assigned to a user support team member, and closed upon its resolution. The Contractor must log problems as they occur or are reported into an incident management tool.
- 6.31.4. The Contractor must define and submit, for the VAC Contract Manager's review, service standards for assessing, resolving or escalating incident/problems. An online tool and problem log must be accessible to the VAC Contract Manager. VAC staff, designated by the VAC Contract Manager, would be part of the user support team and could have incident tickets assigned to them for resolution.
- 6.31.5. Once a problem log has been identified, the VAC Contract Manager must be notified and advised of an Estimated Time to Repair or a Problem Resolved Explanation, as appropriate. The Estimated Time to Repair may be updated upon further problem analysis and the Contractor must issue a Problem Resolution Explanation when the problem has been resolved.

- 6.31.6. The Contractor must provide and manage release and configuration management systems and processes based on ITIL best practices. The Contractor must be accountable for maintaining a release log of all changes between releases and for updating the configuration information of the current release. The release and configuration management processes and reports are to be made available electronically to authorized VAC staff. The Contractor is also responsible to provide a post release report no more than 15 business days after each release. Critical problems must be addressed, fixed and their solutions released immediately. All other system changes, fixes and patches must be addressed and released based on an approved schedule.
- 6.31.7. VAC must be notified of system changes which are initiated by the Contractor at least 15 business days prior to the release even where there is no apparent impact to CTS.
- 6.31.8. The Contractor must back-up systems and data as per the defined schedule. Back-ups must be encrypted via a CSE approved algorithm. The Contractor must perform daily, weekly, monthly and yearly system back-ups, including all data and software source code for the backing-up of protected data. All back-ups must be kept off-site, at a minimum distance of five kilometres from the main site and in secure, fire and flood protected storage cabinets. Back-ups must be the property of Canada and the Contractor must not destroy any data without the written consent of the VAC Contract Manager. Prior to destruction, back-ups must first be erased and the data contained therein rendered unrecoverable. Back-ups that have contained "Protected B" data are never to be sold, auctioned, donated, or discarded.
- 6.31.9. The Contractor must perform restore tests on a quarterly basis and produce a quarterly Back-Up/Restore Test report for the VAC Contract Manager's review. All back-ups must be in an industry standard format that allows them to be read and restored by other back-up infrastructures or systems, if required. The VAC Contract Manager must have the ability to request back-ups to be restored by the Contractor.

6.32. Identification and Authentication Management

- 6.32.1. The Contractor must implement measures to ensure that individuals and devices are uniquely identified and authenticated to an appropriate level of assurance before being granted access to information and resources within information systems. This must be done in accordance with the Standard on Identity and Credential Assurance (see Appendix 2).

6.33. Access Management

- 6.33.1. The Contractor must implement measures to ensure that access to information (in electronic form) and information systems is limited to authorized users who have been security-screened at the appropriate level and who have a need for access, including:

- a. Establishing approval, notification, monitoring and operational requirements and procedures related to the creation, activation, modification, periodic review, and disabling or deletion of information system accounts;
- b. Defining access privileges based on requirements and the principles of least privilege, minimum access, and segregation of duties;
- c. Informing authorized users of expectations for acceptable use of information systems, of monitoring practices being applied, and of the consequences for unacceptable use of those systems;
- d. Establishing measures to control the use of accounts that have administrative privileges, including restricting the number of users that have administrative privileges; and limiting the information systems, networks and applications that can be accessed, and the operations that can be performed using privileged accounts;
- e. Verifying that individuals who are authorized to conduct privileged operations, such as setting or changing access privileges and implementing or maintaining other IT security controls, are not permitted to alter records of these operations and have been security-screened commensurate with their access level; and,
- f. Reviewing access privileges periodically and removing access when no longer required, e.g., upon an employee's departure or change of responsibilities.

6.34. Secure Access Controls

- 6.34.1. The Contractor must provide role based and unique user and administrator access controls. The IT system's access controls must support VAC's IT Security password standard for a maximum sensitivity at the "Protected B" level and must comply with the User Authentication Guidance for Information Technology Systems (See Appendix 2).
- 6.34.2. To maintain accountability as custodian of the data and to be able to trace any security or privacy breach or suspected breach to a single specific user, the Contractor must issue every user a unique User ID, password and/or token even if multiple individuals have common roles. User ID's, passwords and/or tokens shall not be shared.
- 6.34.3. The Contractor must maintain a systems audit trail for each user granted access and failed attempts to access the IT system to ensure accountability on the part of the administrators and users of the IT system and all supporting systems.
- 6.34.4. Access controls must be developed by the Contractor to enforce usage and reporting of information on a need-to-know and least privilege basis,

as well as separation of duties, as determined by VAC. The principle of least privilege means giving the user only those privileges that are essential to do their work.

- 6.34.5. The Contractor must provide an automated process to manage user access and profiles and maintain and document the IT system at all times as users and/or access levels change or are updated. Any change to a user account must be accompanied by an audit record indicating the changes that were applied, which user account made the change and on what date and time.
- 6.34.6. The Contractor must ensure Contractor user access and controls are kept current with all changes or updates to Contractor personnel. The Contractor must apply changes to user access profiles within one (1) business day of receipt of information changing Contractor personnel information.
- 6.34.7. The Contractor must provide an administrative interface to authorized VAC users that provides VAC with the ability to create IT system user accounts, deactivate user accounts, and add to or change the roles assigned to a user account.
- 6.34.8. The Contractor must apply the role-based access controls to all IT systems used for the delivery of services.
- 6.34.9. The Contractor must document the access controls. The Contractor must be responsible for developing an operational report that lists all active and inactive user accounts and the various roles assigned to them. This report must be provided to VAC by the Contractor upon request.

6.35. IT Configuration Management Security

- 6.35.1. The Contractor must manage the configuration of information systems and IT environments to maintain known and approved system and component designs, settings, parameters and attributes, including:
 - a. Ensuring that change management practices include consideration of security impacts that may result from proposed changes;
 - b. Designing and configuring information systems to provide only required capabilities and to specifically prohibit, disable or restrict the use of unnecessary functions, ports, protocols and services;
 - c. Establishing measures to ensure that only authorized applications and application components are installed and executed on information systems and their components;
 - d. Establishing measures to ensure that only authorized hardware and devices are connected to, or have access to, information systems and their components; and
 - e. Establishing and maintaining documentation for IT systems that contains at least:
 - f. Configuration, installation, and operation of the system,

- g. Required maintenance of functions / mechanisms,
- h. Known vulnerabilities,
- i. User-accessible functions / methods of user interaction,
- j. Information system components, and,
- k. Inter-Connections (including diagrams).

6.36. Physical and Environmental Protection

- 6.36.1. The Contractor must implement measures to protect information systems, IT environments and their components. This includes the information they process from physical and environmental threats, including using emanations security or other measures as required to protect information systems from information leakage due to electromagnetic signals emanations.

6.37. System and Communications Protection

- 6.37.1. The Contractor must implement measures to protect information systems, IT environments and their components, as well as the information they process, from internal and external network-based threats, such as threats related to use of public networks and remote access, including:
 - a. Defining and establishing security zones to maintain appropriate separation within physical and virtual IT environments, and ensure that information systems (including virtual instances) that reside in these environments are provided with consistent protection levels that are commensurate with the threat type and level, the sensitivity of the information, and other relevant security considerations, such as criticality of services and activities supported by the information system;
 - b. Controlling the number of discrete external connections to networks to the minimum necessary to meet the requirements; and,
 - c. Using encryption or other measures to protect the confidentiality of sensitive data transmitted across public networks or any other network where the data may be at risk of unauthorized access.

6.38. System and Information Integrity Management

- 6.38.1. The Contractor must implement measures to protect information systems and IT environments, their components, and the information they process against attacks that leverage vulnerabilities in information systems and IT environments to affect their integrity, and that could also have an impact on their availability or confidentiality, e.g., malicious code. This includes:
 - a. Coordinating processes for managing vulnerabilities in information systems and IT environments; and

- b. Using, reviewing and regularly updating measures to prevent, detect and eliminate malicious code, e.g., viruses in information systems, IT environments and their components.

6.39. Information System Audit Management

- 6.39.1. The Contractor must create, protect and retain information system audit logs and records to enable monitoring, reporting, analysis, investigation and implementation of corrective actions, as required for each system and in accordance with departmental practices, including implementing measures to enable user activities to be uniquely and authoritatively traced to ensure user accountability for their activities.
- 6.39.2. Reports on users' access to client information may be requested at any time. The report must provide the users identification as well as date and time when the client data was accessed.

6.40. IT Project Management Security

- 6.40.1. The Contractor must integrate security considerations into all stages of IT project management to ensure that the security needs of programs and services are considered and addressed when developing information systems and IT environments.

6.41. Security - Information System Life Cycle and IT Supply Chain Integrity

- 6.41.1. The Contractor must identify and address security requirements, activities and gating requirements throughout all stages of information system and IT environment life cycles, including definition, design, development and procurement, operations, maintenance, and decommissioning, including:
 - a. Ensuring all data is stored within Canada;
 - b. Establishing documented arrangements that ensure all entities follow these requirements (For information systems or IT environments managed for or by another organization / company or shared by two or more organizations / companies); and
 - c. Ensuring the Contractor, and any sub-Contractor(s) facilities / systems are approved by the PSPC's Contract Security Program.

6.42. Monitoring and Corrective Actions

- 6.42.1. The Contractor must maintain an effective IT security posture by monitoring threats and vulnerabilities; analyze information system audit logs and records; review the results of security assessments, tests and post-event analysis; and take pre-emptive, reactive and corrective actions to ensure that IT security practices and controls continue to meet the needs of the department.

6.43. Quality Assurance Program

- 6.43.1. The Contractor must establish a quality assurance program. Quality assurance activities conducted by the Contractor must focus on compliance with established business processes and VAC service standard requirements including adherence to privacy.
- 6.43.2. The Contractor must create a quality management plan that addresses service areas to be improved as determined through its own quality assurance program, through feedback from VAC and findings from the client feedback survey. This quality management plan must address all components of the contract. This plan must be made available to and accepted by VAC.

6.44. Contractor Staff Training

- 6.44.1. VAC will work with the Contractor to develop training materials to support training of Contractor staff.
- 6.44.2. The Contractor must provide ongoing training and information to staff on, but not limited to, the following topics:
 - a. Military culture and unique needs of VAC's clients during/following a career in the CAF;
 - b. Career Transition Services specifics including but not limited to policies, vision, eligibility, outcomes;
 - c. GBA+, Indigenous, cultural and ethnic sensitivities; and,
 - d. Privacy, information management and systems security protocols.
- 6.44.3. VAC will provide additional training and support to Contractor staff related to VAC programs and services.
- 6.44.4. All training materials must be bilingual and receive prior approval by VAC.
- 6.44.5. The Contractor may be required to provide information to support the development of internal VAC training sessions.
- 6.44.6. All training materials must be in an accessible format. Where the information is available in more than one format, you must be clear as to which one is accessible.

6.45. Standard Operating Procedures (SOPs)

- 6.45.1. The Contractor must develop SOPs to include all procedures and processes that enable successful delivery, management and maintenance of the services and systems in place to support Finance, Human Resources, Security, Communications, Operations Management, Performance Measurement, Change Management, Systems Management and Maintenance, Business Continuity and Disaster Recovery, Claims,

Privacy and Quality Management, as well as other key requirements of this SOW. SOPs must include a general overview of the various Contractor's Operational Units that support the delivery of services, and include a description of the roles, responsibilities and general deliverables.

- 6.45.2. The Contractor must develop SOPs, in consultation with the VAC Contract Manager and ATIP, during the contract implementation phase to include details surrounding a potential breach of personal information and requests for information including the retrieval process when records are requested. These procedures must be approved by VAC.
- 6.45.3. The Contractor is responsible to ensure that SOP content is updated quarterly, or more frequently as needed. The final requirements are to be developed, reviewed and approved by VAC during the Implementation Phase of the Contract. Copies of business processes as defined by VAC will be provided to the Contractor to ensure a balance between service delivery and VAC policies and guideline alignment.

7. OPERATIONS AND MAINTENANCE PHASE REQUIREMENTS

7.1. The Operations and Maintenance Phase is the period commencing on the implementation end date, i.e., day following end date of the Implementation Phase and signifies the commencement of all of the services relating to CTS.

7.2. Management Meetings

7.2.1. The Contractor must attend semi-annual face-to-face meetings with the Contracting Authority and VAC. The purpose of these meetings is to discuss the progress and performance of the Contractor, the status of the deliverables, quality control audits and any issues or potential problems. The agenda will be drafted by the VAC Contract Manager in consultation with the Contractor and the Contracting Authority. The meetings will be held at the Contractor's location and are expected to be a maximum of two days in duration. The Contractor will be notified at least two weeks prior to the meeting. These meetings can be held virtually if deemed appropriate by VAC.

7.2.2. The Contractor may be required to attend additional Contract Management meetings, as determined by the Project and/or Contracting Authority, other than the regularly scheduled semi-annual meetings if the need arises. The agenda will be drafted by the VAC Contract Manager in consultation with the Contractor and the Contracting Authority. The meetings will be held at a location chosen by the VAC Contract Manager and are expected to be a maximum of two days in duration. The Contractor will be notified of the requirement for an additional meeting at least two weeks prior to the meeting.

7.2.3. The Contractor must attend regularly scheduled (e.g., bi-weekly) contract management meetings chaired by VAC. The purpose of these meetings is to discuss issues as they arise, monitor Contractor performance, etc. The meetings will be held via teleconference and will usually be one hour in length. The agenda and meeting minutes will be drafted by the Contractor in consultation with the VAC Contract Manager and the Contracting Authority.

7.3. Training

7.3.1. The Contractor must be responsible for ongoing staff training on CTS to ensure consistency in the delivery throughout the duration of the contract. The Contractor must make updates as and when required by VAC. Training materials must be bilingual, in an accessible format as described in Appendix 6, and approved by VAC.

7.3.2. The Contractor may be required to provide information to support the development of internal VAC training sessions.

7.3.3. VAC, in conjunction with the CAF, will develop and provide training on the military life and culture and how this applies to the provision of career transition services to all their Career Counsellors prior to them providing direct services to clients. The Contractor must include this training as part of their ongoing training program for their employees.

7.4. Career Fairs

7.4.1. The Contractor must be available to participate in Career Fairs across the country. The Contractor is expected to provide representation and information, in both official languages, to clients and employer participants at the Career Fair on the career transition services they provide. The Contractor must inform employers of VAC fairs and provide registration materials.

7.5. Information Sessions

7.5.1. On an ad hoc basis, the Contractor must be available to participate in Information Sessions led by, but not limited to, MFRCs (Military Family Resource Centre) and CAF Personnel Selection Officers, to provide information on the career transition services they provide. The Contractor may be required to present/participate at CAF SCAN seminars and other related CAF events.

7.6. Communications Plans and Materials

7.6.1. VAC has a dedicated web page and promotional material on CTS. Periodically, the Contractor will need to provide information to VAC to keep the web page current, e.g., statistics to create a fact sheet for public use.

7.6.2. Communications plan and material will be required on an ongoing basis adhering to the guidelines provided in Section 6.21. There may be additional “as and when” requirements to develop new or revised materials during the contract to respond to ongoing operation requirements, as determined by VAC.

7.7. Social Media

7.7.1. Social media related to CTS will be the responsibility of VAC Communications. The Contractor will be required to provide content and updates to support social media messaging. If the Contractor wishes to post social media about CTS they must obtain the approval from VAC prior to publishing or posting any communications via social media (e.g., Twitter, Facebook), print or on-line and all such communications must conform to the requirements in this SOW. The Contractor will be authorized to share posts from VAC sites relevant to CTS. Social media communications must adhere to TBS Mandatory Procedures for Social Media and Web Communications and Procedures for Publishing (See Appendix 2).

7.8. Advertising

7.8.1. When advertising activities are being considered, the Contractor must consult with VAC's Communications Division to obtain approval following the Mandatory Procedures for Advertising (See Appendix 2).

7.9. Public Opinion Research

7.9.1. If public opinion research activities are being considered, the Contractor must consult with VAC's Communications Division to obtain approval following the Mandatory Procedures for Public Opinion Research (See Appendix 2).

7.10. Content Quality Assurance

7.10.1. The following quality assurance requirements apply to the development of communications and promotional material:

- a. As per the GoC's Policy on Communications and Federal Identity, the quality of communications is a shared responsibility across the federal government.
- b. The quality of content must be ensured through a rigorous editing and translation process. Content must be:
 - i. clear and in plain language, i.e., fitted for the target audience;
 - ii. error-free, i.e., spell checked and following grammatical rules found in *The Canadian Style for English*, and the *Guide du Rédacteur de l'administration fédérale* for French; and
 - iii. in compliance with the requirements of the *Official Languages Act*.

7.10.2. Translation of content must be carried out by a certified language specialist (i.e., certified translator) and reviewed by another certified language specialist (i.e., certified reviser).

7.11. Website help and support

7.11.1. The Contractor must provide technical support to CTS clients. The support must be available free of charge to the client between the hours of 8:00am and 5:00pm in each time zone, Monday through Friday, excluding federal statutory holidays.

7.11.2. There will be two levels of service:

- a. Level one will provide the ability to log a non-urgent technical issue, either by leaving a voice message or providing information on line. The Contractor is required to respond within two business days.
- b. Level two will provide the ability to connect immediately to resolve any issues regarding connections to video telephony sessions. The Contractor is required to resolve the issue immediately. If it can't be resolved immediately, respond to the client with an update and advise when the issue has been resolved.

7.12. Quality Assurance Program

- 7.12.1. The Contractor must maintain a quality assurance program by conducting regular quarterly reviews of the work activities performed by Contractor employees/personnel. Quality assurance activities conducted by the Contractor must focus on compliance with established business processes and VAC service standard requirements including adherence to privacy. The results of the quality assurance activities performed by the Contractor must be submitted to VAC on a quarterly basis.
- 7.12.2. Quality assurance activities may also be performed by VAC to evaluate the Contractor's performance. The Contractor will be notified in writing by VAC of any identified service quality issues. The Contractor must submit an action plan to VAC for approval listing any corrective measures it proposes to take to remedy the identified service quality issues prior to implementing any such corrective measures. The action plan must be submitted by the Contractor to VAC within five business days of the written notification.
- 7.12.3. The Contractor must inform VAC of client complaints received and steps taken to resolve issues.

7.13. Systems Management and Maintenance

- 7.13.1. The Contractor must maintain all systems including, but not limited to, applications, websites, electronic forms, functions, and tables as described in this SOW.
- 7.13.2. The Contractor must maintain the frontend channel as described in Section 6.8 throughout the duration of the contract. The Contractor must make changes to the frontend channel as and when required to address client feedback.

7.14. Technical Evaluation

- 7.14.1. The Contractor must conduct a routine technical evaluation of the CTS networks and technical architecture to ensure continued compatibility and performance and to identify and address necessary upgrades and overall maintenance and support. The Contractor must provide the results of the technical evaluation to the VAC Contract Manager, for review. In the event

modification is determined to be required, the VAC Contract Manager will identify said requirement to the Contractor. The Contractor must then proceed to modify/upgrade the network and technical architecture, as required.

7.15. System Enhancements during the Life of the Contract

7.15.1. The VAC Contract Manager may require CTS system enhancements during the Operations and Maintenance Phase of the contract, with specific emphasis on the need for special programming, software changes, new development, infrastructure changes, ad hoc queries or special report requests. In the event modification is determined to be required, the VAC Contract Manager will initiate the requirement. The Contractor must then proceed to modify/upgrade the software, network and technical architecture as authorized by the VAC Contract Manager.

7.16. Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)

- 7.16.1. The Contractor must test each of the plans, contained in the BCP, annually and submit a report detailing the results of the test to the VAC Contract Manager no later than 20 business days following the test. The results must also include best practices that were achieved. The VAC Contract Manager will be notified not later than 14 business days prior to testing a plan and reserves the right to send designated personnel to monitor the tests. Test results will be reviewed by the VAC Contract Manager in collaboration with the Departmental BCP Coordinator and changes to plans that result from testing must be approved by the VAC Contract Manager.
- 7.16.2. In the event of a disruption resulting in a lack of service availability, as defined by Service Standards, the Contractor's BCP can be activated by the VAC Contract Manager or the Contractor.
- 7.16.3. In the event a disruption should occur and results in a service outage, the Contractor must:
- a. Officially inform the VAC Contract Manager when the BCP is activated;
 - b. Provide the VAC Contract Manager with updates at least twice a calendar day on the status of the situation and the remedial actions being taken;
 - c. Submit a detailed disruption report to the VAC Contract Manager no later than 10 business days following the end of the disruption. The report must include details pertaining to the integrity and completeness of any data that had to be restored;
 - d. Submit an After Action Report (AAR) to the VAC Contract Manager detailing causes, remedial action, preventative measures and best

practices no later than 30 business days after the end of the disruption;
and,

- e. Submit proposed changes, resulting from the disruption, to the VAC Contract Manager for approval.

7.16.4. The Project Authority reserves the right to develop and conduct exercises for the Contractor's BCP and Disaster Recovery/IT Continuity plan to ensure compliance with requirements and validate plans.

7.16.5. VAC may periodically undertake audits to be carried out by the Department's internal or external auditors to ensure compliance with any element of the Contractor's BCP. The Contractor must cooperate and provide timely access to the appropriate files, books, records, systems and staff to conduct such audits and must provide any assistance that may reasonably be required to complete these audits.

7.17. Financial Services / Contract Administration

7.17.1. The Contractor, through their financial services and contract administration sections must provide support to this contract on an on-going basis through a permanent organizational structure. This required support relates directly to invoicing and financial requirements per Section 5.10.

7.18. Ongoing Contract Operations

7.18.1. The Contractor must submit monthly invoices showing 1/12 of the yearly fixed contract fees for the ongoing contract operations as per the Basis of Payment.

7.18.2. Costs not identified in the Contract/Basis of Payment will not be billable under this Contract unless authorized as part of the Change Management Process.

7.18.3. The Contractor must invoice VAC periodically for other charges as incurred, not as part of the annual fixed costs, as per the Basis of Payment.

7.19. As and When Charges

7.19.1. This component allows VAC to estimate and pay for unforeseen changes to CTS resulting from, but not limited to, changes in legislation, or policy and other requirements determined to be within the scope of the contract. For example, costs associated with providing services to clients in Indigenous languages or providing accessibility accommodation services. These changes must be pre-approved, in writing by the VAC Contract Manager, as part of the VAC/Contractor change management process. If a change is necessary, a written request will be provided to the Contractor

who must carry out a preliminary analysis. This preliminary analysis will serve the purpose of providing estimates of the costs and effort necessary to complete the change. The estimated cost and effort must be submitted by the Contractor to the VAC Contract Manager and tabled for discussions and priority setting during a change management meeting. VAC will not reimburse the Contractor for “as and when” services, products or materials that have not been pre-approved in writing.

7.20. Reporting Requirements

- 7.20.1. The Contractor will be required to produce ad-hoc reports to VAC which report on client status, services provided, recommended services, and others as required.
- 7.20.2. The Contractor must utilize an on-line client feedback tool, approved by VAC during implementation to gather, analyze and report on feedback from clients in relation to services provided (e.g., counselling sessions, on-line modules).
- 7.20.3. Where VAC has identified client satisfaction concerns, the Contractor will be notified and must submit an action plan to VAC for approval listing any corrective measures it proposes to take in order to remedy the identified client satisfaction issue prior to implementing any such corrective measures. The action plan must be submitted by the Contractor to VAC within five business days of the written notification;
- 7.20.4. All billable services rendered must be linked to a client in the database. Thus, VAC will be able to report on all services rendered for a specific invoice, payment, or period (e.g., calendar year, GoC fiscal year, contract year, payment period). Each billable service must be linked back to the individual client who used the service, to calculate what the Department has spent on an individual client.

7.21. Performance and Service Standards

- 7.21.1. The success of the contract will be judged on the basis of achievement of specific annual performance indicators outlined below. These performance measures are specific to the Contractor only and contribute to VAC’s overall departmental performance framework. The Contractor will be expected to make every reasonable effort to optimise their performance under the contract, and to provide VAC with the necessary information against which performance can be judged objectively.
- 7.21.2. The Contractor must act in accordance with relevant Canadian standards and best industry practice.
- 7.21.3. VAC reserves the right to evaluate the performance of the Contractor. This evaluation may consist of: on-site audits; client surveys; process and outcome measurement; and quality assurance reviews.

Table 8: Service Standards Required to be met by the Contractor

Deliverable	Service Standard	Target
Access to on-line tools and resources	Within two business days of receiving of a completed intake assessment	80%
Client contact and access to/support for completing the Intake Assessment/Re-assessment	Within three business days of referral from VAC	80%
Intake Assessment or Re-assessment viewable to VAC on the Contractor System	Within two business days of completion	80%
Initial CTS Plan	<p>Within 30 business days of the completion of the Intake Assessment/Re-assessment</p> <p>NOTE: For an ETB eligible client who has been accepted to and will commence participation in an education and training program within the 30 day period, the Contractor must complete the Educational portion of the CTS plan prior to the start of the period of study.</p>	80%
Updated CTS Plan	<p>Within 20 business days of the date it was determined that an update was required</p> <p>NOTE: For an ETB eligible client whose next period of study will commence within the 20 day period above, the Contractor must complete the Educational portion of the CTS Plan update prior to the start of the period of study.</p>	80%
Information sessions, webinars and job fairs	Host or collaborate on a minimum of four job development events per year where total attendance for each events exceeds 25% of active CTS clients at the time of the event.	80%
Closure Report	Within 20 business days of the date that the CTS Plan was completed/was determined to be incomplete	80%
Follow up Report	Within 20 business days of the end of each follow-up period	80%
Provide VAC the corrective measures proposed to take to remedy the identified client satisfaction/service quality issues	Within five business days of the written notification	80%
Provide VAC with an action plan for corrective measures to remedy service quality issues	Within five business days of the written notification	80%
Respond to non-urgent client technical issues	Within two business days	80%
Respond to urgent client technical issues	Immediately	80%

Deliverable	Service Standard	Target
Communicate planned outages to the VAC Contract Manager	No later than five business days prior to the outage	80%
Advise VAC of any planned shutdown at least five business days in advance	No later than five business days prior to the shutdown	80%
Inform clients of an approved outage for system maintenance	No later than 24 hours notice prior to the shutdown	80%
Provide a post maintenance release report	Within 15 business days after each release	80%
Notify VAC of system changes which are initiated by the Contractor even where there is no apparent impact to CTS	No later than 15 business prior to release	80%
Test each of the plans, contained in the BCP, annually and submit a report detailing the results of the test to the VAC Contract Manager	Within 20 business days following the test	80%
Notify the VAC Contract Manager when testing a BCP (VAC reserves the right to send designated personnel to monitor the tests.)	No later than 14 business days prior to testing	80%
Submit a detailed disruption report to the VAC Contract Manager including details pertaining to the integrity and completeness of any data that had to be restored	Within 10 business days following the end of the disruption	80%
Submit an AAR to the VAC Contract Manager detailing causes, remedial action, preventative measures and best practices	Within 30 business days following the end of the disruption	80%
Annotate or correct any personal information relating to clients information in accordance with the <i>Privacy Act</i>	Within 10 business days of receiving written direction from VAC	80%
Respond to VAC upon receipt of a system issue	Within 24 hours of notification from VAC	80%
Provide an action plan on the system issue	Within five business days of identification of system issue	80%

7.22. Privacy Impact Assessment

7.22.1. VAC is required to develop a comprehensive Privacy Impact Assessment (PIA) in support of program changes. The Contractor, if requested, must provide any information necessary for the completion or updating of this PIA which includes but is not limited to:

- a. Business process descriptions, business process diagrams, data/information flow diagrams, data/information flow tables, segregation and security documentation, systems diagrams/specification (any system where personal information involved in this contract will be collected, used, stored or retained), and an overview of organizational structure. The VAC Contract Manager may request the information and/or records at any time from the Contractor. This includes any records that are transferred to the Contractor, or collected, created, obtained or maintained by the Contractor in fulfillment of the responsibilities stated elsewhere in the Contract.
- b. Providing access to its facilities and all documentation and resources associated with the contract, and will provide the VAC Contract Manager (or their designate) access to desk space, telephones and computers to conduct the assessment.

7.22.2. The Contractor must work with the VAC Contract Manager to address any deficiencies or recommendations as a result of the PIA.

7.22.3. The Contractor must, upon completion of a PIA, develop and implement a Corrective Action Plan, approved by VAC. This plan must include a schedule for implementation of corrective actions, to correct deficiencies identified within the PIA.

7.22.4. Provision of information by the Contractor to VAC in support of the PIA will be at the Contractor's own expense.

7.23. Secure Data Storage Management

7.23.1. The Contractor must implement measures to protect information on electronic media and electronic storage devices at rest (e.g., in storage), in transit (e.g., transport and transmittal), and through appropriate sanitization or destruction before reuse or disposal of the equipment, in accordance with the sensitivity of the information and departmental practices, including:

- a. Identifying secure electronic storage, transportation, transmittal, sanitization and destruction devices, methods and services that are authorized for use with GoC information, including but not limited to portable storage devices;

- b. Implementing appropriate safeguards where other devices, methods or services need to be used for operational purposes, with approval by an individual who has the required authority; and
- c. Sanitizing electronic storage systems in accordance with CSEC and RCMP approved methods. Once sanitized, an appropriate attestation is to be completed. This should include:
 - i. Serial number, make, and model of the item (if the item is for re-use),
 - ii. Method of sanitization / destruction, including product used; and
 - iii. Name, title, and signature of the individual performing the operation.
- d. Electronic storage can also be shipped to the Department for sanitization.

7.24. User Support

- 7.24.1. The Contractor must provide support to address and resolve system and technical issues that arise. The Contractor's support will include but is not limited to:
 - a. Diagnose, troubleshoot, analyze and prioritize incidents;
 - b. Respond to and address all incidents;
 - c. Communicate directly with end-users;
 - d. Assist VAC in replicating incidents;
 - e. Resolve CTS platform related incidents;
 - f. Advise the CTS user community of CTS related issues such as connectivity and performance affecting the common platform;
 - g. Advise the CTS user community of scheduled maintenance and unscheduled maintenance activities;
 - h. Troubleshoot technical issues relating to the CTS platform or environments;
 - i. Provide information to the VAC technical department as needed; and,
 - j. Provide updates on solution timelines to both VAC and the CTS clients.

7.25. Client User Support

- 7.25.1. The Contractor must update the CTS system homepage to notify users of system issues within four (4) hours of system issue notification.

7.26. Contractor User Support to VAC

- 7.26.1. If a significant system issue arises, such as but not limited to: an issue with data transfer between the Contractor and VAC, the Contractor and VAC

must communicate immediately to ensure the Contractor is aware of the system issue. The Contractor must provide an update to the IT department of VAC within one hour of system issue notification. The Contractor must provide an update every four hours until system resolution is identified.

7.26.2. VAC will provide updates to communication to the National Contact Center Network (NCCN), affected business units, and provide updates on the My VAC Account (MVA) client portal regarding system outages and the estimated time of repair.

7.26.3. The Contractor will:

- a. Respond to VAC within 24 hours that the issue has been logged; and,
- b. Provide an action plan within five business days.

8. CONTRACT PHASE-OUT REQUIREMENTS

8.1. Contract Phase-Out is the period that will start, during the Operations and Maintenance Phase, when the Contractor has been given formal written notification by Canada of a specific contract end date. The period of time from such notification until the expiry date of the Contract will be considered as the Contract Phase-Out. During this period the Contractor must undertake activities to ensure the smooth, efficient and complete transition to a new arrangement for CTS without interruption of service delivery, and respecting requirement for security and protection of personal information.

8.2. Contract Phase-Out Plan

8.2.1. The Contractor must undertake activities to ensure the smooth, efficient and complete transition to a new arrangement for CTS Operations without interruption of service delivery to VAC and/or clients. It is anticipated that six months may be required for the Contract Phase-Out.

8.2.2. The Contractor must submit a comprehensive plan (Contract Phase-Out Plan) within 20 business days of notification of commencement of the Contract Phase-out period. The Contract Phase-Out Plan must be approved by the VAC Contract Manager and must:

- a. Ensure the secure transition of services to VAC or its delegated third party (e.g., a new CTS service provider);
- b. Ensure the transition of CTS information to VAC (including the information contained within Contractor databases, paper files and any documentation relating to clients).
- c. Respond to queries regarding Contract Phase-Out activities and any in-progress work to ensure a smooth transition with the new supplier and to ensure uninterrupted CTS Services delivery to Clients.
- d. Maintain operations as per the Contract, and complete any in-progress work.

8.2.3. The VAC Contract Manager will be responsible for verifying the completion of all contractual requirements and for reviewing all data and documentation returned/transferred by the Contractor. The VAC Contract Manager will also advise the Contractor of where and when data and documentation is to be returned and/or transferred.

8.3. Data Conversion

8.3.1. As part of contract phase-out, the Contractor must convert and load up to a maximum of three years of data as specified by VAC from the CTS system into the new Contractor's CTS system. The Contractor must also transfer archived files. Data will be received through the VAC Contract Manager from the incumbent Contractor. VAC would facilitate the transfer of data

whether VAC receives the data and passes it to the new Contractor or makes an alternate arrangement to transfer it between Contractors. This will be decided at the awarding of the subsequent contract.

8.3.2. For data conversion the data extract file must be in XML format and the Contractor must:

- a. Provide a Conversion Strategy and Plan;
- b. Provide a conversion methodology and system process(es) to convert all required data from the previous CTS into the Contractor's CTS system;
- c. Convert and load the data, validate that the data is fully and accurately converted and that continuity of data is maintained;
- d. Perform quality assurance and a report of records rejected by the conversion process(es);
- e. Ensure that the privacy and security of the information is maintained throughout the data conversion and loading exercise;
- f. Store client data by the primary identification number, data may be stored in an existing system by another unique identifier but must be identified for the purposes of interchange with VAC systems;
- g. Perform separate reconciliations of active and inactive converted client records against the same records in the VAC's source systems of record; and
- h. Ensure that the edits are current as of implementation date.

8.3.3. For the transfer of non-electronic files, the Contractor must:

- a. Prepare and transfer paper-based files and forms processed by the Contractor to VAC for storage by the contract close-out date; and
- b. Organize the information in accordance with direction provided by VAC in preparation for contract close-out. These requirements will include, but are not limited to, ensuring that information is listed by client name and identifier, so that it is retrievable by VAC as required.

8.3.4. For the remaining data transfer at close-out, the Contractor must transfer it to VAC in a form acceptable to VAC for storage.

9. APPENDICES

9.1. APPENDIX 1 – DATA/INFORMATION CAPTURE

Final specifications/details for the contents of these documents will be determined during implementation. Deliverables must be captured and viewable in report format for the client.

INTAKE ASSESSMENT

All data points collected in the Intake Assessment must be reportable.

- Baseline information such as:
 - Employment status at time of intake
 - Employed CAF
 - Employed civilian work force
 - Self-employed
 - Looking for work
 - Not in the labour force
 - Volunteering
 - Participating in other meaningful activity
 - Retired
 - Other (open text)
 - CAF Information
 - Service at release
 - Rank at release
 - Years of Service
 - Highest education level attained
 - Some high school
 - High school diploma
 - College
 - Bachelor Degree
 - Graduate Degree
 - Objective of the education and training, if applicable
 - Personal development
 - Increased employment opportunities
 - Maintain current employment
 - Training and Skills Summary
 - Occupational goal (type and category)
 - Additional Comments (special skills/interests, strengths, history of learning disabilities, accommodation needs)

CAREER TRANSITION SERVICES (CTS) PLAN

- Identify if the focus of the Plan is career exploration or career transition.
- Career Exploration Focus
 - Intent of accessing CTS
 - Services to be accessed/target dates
 - Record of individual progress against the Plan including achievement dates

- Plan status, i.e., progressing on target, progress is delayed, services suspended
- Plan update required including the date a needed update was identified
- Overall anticipated duration of the Plan
- Closure date
- Career Transition Focus
 - Occupational goal (NOC, if applicable)
 - Level of service by client type
 - Steps that will be necessary for the client to complete in order to make the transition to the civilian labor force and/or achieve their career goals/aspirations;
 - Method of service delivery
 - Provider of those services
 - Associated time frames/target dates
 - Record of individual progress against the Plan including achievement dates
 - Plan status, i.e., progressing on target, progress is delayed, services suspended
 - Plan update required including the date a needed update was identified
 - Overall anticipated duration of the Plan
 - Closure date
- Educational Planning (per program)
 - Educational institution/Company offering the course
 - Educational program/course name
 - Objective of the education, training or course:
 - Personal development
 - Increased employment opportunities
 - Credentials to be obtained, if any
 - Identification of key goals/target dates
 - When did the program start
 - When will the program end
 - Tuition costs
 - Plan update required including the date a needed update was identified
 - Overall anticipated duration of the Plan
 - Anticipated Plan Closure date (based on information provided by the client)

CLOSURE REPORT

- List of services accessed by the individual clients
- Plan completion status
- Reason for not completing the Plan (if applicable)
- Identification of the specific issue(s)/concern(s)
- Outcomes achieved
- NOC code for occupational goal, if applicable
- Service duration (eligibility to closure)
- Closure status:
 - Employed
 - Self-employed
 - Looking for work
 - Not in the labour force
 - Participating in a training program:
 - VAC's ETB

- Non-VAC Education Program
 - Participating in other meaningful activity
 - Client Withdrew
 - VAC termination/suspension

9.2. APPENDIX 2 - REFERENCE DOCUMENTS

The following documents provide guidance for the provision of CTS. The Contractor must conform to and maintain working knowledge of the GoC requirements, including, but not limited to, all amendments thereto, any superseding instruments, and any subsequent requirements (i.e., regulations, directives, and standards):

1. *Veterans Well-being Act*: <http://laws-lois.justice.gc.ca/eng/acts/C-16.8/>
2. *Veterans Well-being Regulations*: <https://laws.justice.gc.ca/eng/regulations/SOR-2006-50/page-1.html>
3. *Financial Administration Act*: <http://laws-lois.justice.gc.ca/eng/acts/f-11/>
4. *Access to Information Act*: <http://laws-lois.justice.gc.ca/eng/acts/A-1/>
5. *Official Languages Act*: <http://laws-lois.justice.gc.ca/eng/acts/o-3.09991/FullText.html>
6. *Privacy Act*: <http://laws-lois.justice.gc.ca/eng/acts/p-21/>
7. *Policy on Privacy Protection*: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510>
8. *Personal Information Protection and Electronic Documents Act*: <http://laws-lois.justice.gc.ca/eng/acts/P-8.6/>
9. *Ten Privacy Principles*: https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/p_principle/
10. *Policy on Communications and Federal Identity of the Government of Canada*: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30683> and <https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/federal-identity-program.html> .
11. *Canada.ca Content Style Guide*: <https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-style-guide.html>
12. *Standard on Web Accessibility*: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601>
13. *Optimizing Website for Mobile*: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27088>

14. Website Experience Toolkit: <https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/web-experience-toolkit.html>
15. Policy on Access to Information: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12453>
16. Policy on Service and Digital and the Directive on Service and Digital: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32601>
17. Policy on Government Security: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>
18. Disaster recovery: <https://www.publicsafety.gc.ca>
19. Standard on Security Screening: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28115>
20. *Library and Archives of Canada Act*: <http://laws-lois.justice.gc.ca/eng/acts/L-7.7/>
21. Directive on Privacy Impact Assessment: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18308>
22. Baseline Security Requirements for Network Security Zones: <https://www.cse-cst.gc.ca/en/publication/itsg-22>
23. Mandatory Procedures for Social Media and Web Communications: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682#appD>
24. Procedures for Publishing: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27167>
25. Mandatory Procedures for Advertising: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682§ion=procedure&p=B>
26. Mandatory Procedures for Public Opinion Research: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682§ion=procedure&p=C>
27. Guidance on Securely Configuring Network Protocols: <https://www.cse-cst.gc.ca/en/node/1830/html/26507>
28. User Authentication Guidance for Information Technology Systems: <https://www.cse-cst.gc.ca/en/node/2454/html/28582>
29. Industrial Security Manual: <http://iss-ssi.pwgsc-tps.gc.ca/msi-ism/index-eng.html>
30. Standard on Metadata: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18909>
31. Standard on Identity and Credential Assurance: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26776>
32. Clearing and Declassifying Electronic Data Storage Devices: <https://www.cse-cst.gc.ca/en/node/270/html/10572>

33. Network Security Zoning - Design Considerations for Placement of Services within Zones: <https://www.cse-cst.gc.ca/en/node/266/html/27445>
34. Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information: <https://www.cse-cst.gc.ca/en/node/1831/html/26515>
35. Canadian Centre for Cyber Security: <https://www.cse-cst.gc.ca/en/node/268/html/15236>
36. Safeguarding equipment, sites, assets and information <https://www.tpsgc-pwgsc.gc.ca/esc-src/protection-safeguarding-eng.html>
37. Accessible Canada Act (S.C. 2019, c. 10) <https://laws.justice.gc.ca/eng/acts/A-0.6/index.html>

9.3. APPENDIX 3 – GLOSSARY OF TERMS AND DEFINITIONS

BCP - Business Continuity Plan

CAF – Canadian Armed Forces

CFIS – Canadian Forces Income Support

CTS – Career Transition Services

DR - Disaster Recovery

DSO – Departmental Security Officer

ESDC – Employment and Social Development Canada

ETB – Education and Training Benefit (VAC)

GoC – Government of Canada

PIA - Privacy Impact Assessment, a document which defines the risks and impacts relating to the utilization of an individual's personal information by government departments

PSO - Personnel Selection Officer - an officer of the Personnel Selection Branch of DND who commands the Base/Wing organization whose responsibilities include the coordination of all CAF programs which support second career preparations.

PSPC - Public Services and Procurement Canada: the main purchasing arm of the GoC.
Regular Force - That element of the CAF whose members serve on a full-time basis.

Reservist - A member of the Reserve Force. Reservists generally serve on a part-time basis, but sometimes serve full-time for a designated period.

SOW – Statement of Work

Suitable employment (for CTS) - that which is realistic in light of each individual's aspirations, qualifications, experience, education and intended geographic area of residence. It is not tied to a proportion of pre-release salary and may include only part-time or seasonal employment as well as contractual employment of a duration of six months or more.

Survivors - Spouses or common-law partners of deceased CAF members or Veterans.

TRA - Threat and Risk Assessment

VAC - Veterans Affairs Canada

Veteran - A former member of the CAF who successfully underwent basic training and was honourably released.

9.4. APPENDIX 4 - SERVICE LEVEL AGREEMENT INFORMATION

CTS System Availability Service Level Measurement Audit

- a. A System Availability service level measurement audit must be conducted on a monthly basis, at VAC’s sole discretion.
 - i. The System Availability service level measurement audit will be conducted at the Request level. For the purposes of the service level measurement audit, a Request is defined as each query and/or action to the CTS System, from the point at which it enters the Contractor’s network and/or systems to the point it exits at the same boundary.
- b. All requests within a single month, excluding those issued within maintenance window hours, will be equally eligible for testing in the service level measurement audit. The performance must be measured on a monthly basis.
 - 1. System Availability Incident Reporting:
The Contractor must report CTS system availability incidents to the VAC Contract Manager. The priority with which Incidents are responded to is initially determined in response to the impact and urgency of the issue. The impact is defined as the measure of the business criticality of an incident or problem, and the urgency is the necessary speed of responding.

Incidents are assigned a priority of critical, high, medium, low or planning. The guidelines for each are defined as follows:

PRIORITY CODE/LEVEL	DESCRIPTION
1. CRITICAL	Causing loss of service or severe usability problems to a larger number of users of the system, or some equally serious problem. Immediate action required. Emergency meetings may need to be convened. Resources may need to be allocated immediately to deploy such authorized changes
2. HIGH	Severely affecting some users, or impacting a large number of users
3. MEDIUM	No severe impact, but rectification cannot be deferred until the next scheduled release or upgrade To be allocated medium priority for resources
4. LOW	A need or change is justified and necessary, but can wait until the next scheduled release or upgrade. To be allocated resources accordingly
5. PLANNING	An operating improvement that would enhance work functions and/or reduce workarounds and also affects a smaller number of system users. It does not reduce client service. Resources to be allocated accordingly. Normally this type of change is a new requirement or adds functions that were

	not required at the time of implementation
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2. System Incident Reporting Service Level Measurement Audit

- a. A System Incident service level measurement audit must be conducted on a monthly basis, at VAC's sole discretion.
 - b. The System Incident service level measurement audit will be conducted at the Notification level. For the purposes of the service level measurement audit, a Notification is defined as each Incident identified. Where the Contractor has provided batch notification (i.e., multiple incidents reported in a single notification), each incident within the batch notification will be equally eligible for selection in VAC's service level measurement audit.
 - c. All Notifications (provided by the Contractor and subject to verification by the VAC Contract Manager must provide clear identification of the Incident by Type, First Notification, Update time(s); and Resolution Time(s).
 - d. Each Incident within a single month will be equally eligible for testing in the System Incident service level measurement audit.
 - e. A random sampling method will be used to select Incidents for testing in the service level measurement audit. All Notifications received within a single month will be equally eligible for selection. The overall service level measurement audit sample size will be dependent upon the total number of Notifications received during the previous month. A random sample consisting of a sufficient number of notifications to allow for a 95% confidence level will be drawn.
3. System Access Controls: The Contractor must provide role based and unique user and administrator access controls.

Related Requirements and Information

- a. To maintain accountability as custodian of the data and to be able to trace any security or privacy breach or suspected breach to a single specific user, every user must be issued a unique User ID, password even if multiple individuals have common roles. User ID's, passwords must not be shared
- b. The Contractor must maintain a systems audit trail for each user granted access and failed attempts to access the system under these terms to ensure accountability on the part of the administrators and users of this and all supporting systems.
- c. Access controls must be developed to enforce usage and reporting of information on a need-to-know and least privilege basis, as well as separation of duties and supervisory review, as determined by the VAC Contract Manager.
- d. The Contractor must provide a system to manage user access and profiles and maintain and document the system at all times as users and/or access levels change or are updated. Any change to a user account must be accompanied by an audit record indicating the changes that were applied, which user account made the change and on what date and time. View only user access to client records and information must create a corresponding audit record.
- e. The Contractor must be responsible for ensuring Contractor user access and controls are kept current with all changes or updates to Contractor staff. The Contractor must apply changes to user access profiles within 1 business day of receipt of information.

- f. The system must have the ability to provide “super-user” access to a very limited number of designated VAC users to access applications and data for operational, financial and technical purposes.
- g. The role-based access controls must be applied to all systems used for CTS services.

The Contractor must document the access controls. The Contractor must be responsible for developing a Static CTS Operation report that lists all active and inactive user accounts and the various roles assigned to them. This report must be created monthly, within 5 business days of month end, and made available electronically to authorized VAC staff.

9.5. APPENDIX 5 – DIGITIZATION PROCEDURES FOR PAPER RECORDS

The following procedures should be followed when creating a digital image of a paper record:

1. Document Preparation:
 - a. Remove staples and paper clips;
 - b. Straighten turned or folded pages;
 - c. Remove pages that do not need to be imaged (e.g., transitory documents); and,
 - d. Remove Post-it notes. *If the placement of the Post-it note was significant and meaningful, make a photocopy of the original page with the Post-it note in place and include it behind the original. The most important element is that there is nothing obstructing the text of the original paper IRBV when it is scanned.
2. Digital Imaging / Scanning:
 - a. The following settings must be used when scanning paper records:
 - i. Resolution: Between 300 dpi to 600 dpi;
 - ii. Colour: Grayscale (for black and white documents) or Colour (for documents containing colour);
 - iii. File format: PDF; and
 - iv. Sides: Double sided. Note that blank pages in the original paper record must appear in the scanned version as they are considered part of the original paper record.
 - b. Scan the paper record in its entirety.
 - c. Confirm that the record has been saved directly into the appropriate electronic system in the appropriate electronic file.
3. Quality Assurance:
 - a. Count the number of pages contained in the paper record to ensure they match the number of pages in the digital image; and,
 - b. Review each page of the digital image and compare it to the paper record to ensure that the quality of text and any graphics is consistent. Ensure that:
 - i. All written text and graphics are clear and readable;
 - ii. Colour (if applicable) is replicated as close as possible to the original;
 - iii. The digital image is not lighter or darker than the original paper record; and
 - iv. The digital image is not skewed in relation to the original paper record.

If the digital image does not pass any of the above criteria for image quality, the digital image must be deleted and scanned again.
4. Metadata:

Once the paper record has been successfully imaged and saved to the appropriate electronic file, the metadata of the digital record must be altered or added to reflect that of the paper record (e.g., date created, date received, etc.).
5. Disposition:

Once the digital image has been produced, its metadata entered and quality assurance

is complete, the digital image can be considered the official record, and the paper record can be considered for destruction in accordance with the SOW.

Exceptions where the paper record must be kept even after creating a digital image, include but are not limited to the following:

- Any source record identified by a records disposition authority or a validated disposition authorization as having archival value specifically in its original format;
- Source records created prior to 1946;
- Source records with intrinsic value, which may include (but are not limited to):
 - original proclamations, charters, and intergovernmental agreements or treaties;
 - records with corporate seals affixed;
 - cartographic, architectural or technical drawings;
 - photographic material, including, but not limited to, slides and negatives; or
 - original artworks.
- Source records required to be retained in their original format by law, regulation or government policy; or
- Source records that must be retained under litigation hold by VAC.

9.6. APPENDIX 6 - ICT ACCESSIBILITY REQUIREMENTS (Based on EN 301 549 v2.1.2)

What is ICT?

Information and Communications Technology (ICT) includes hardware, software, voice communication, video capabilities and digital content (including web and non-web based information).

What is ICT accessibility and why is it important?

"ICT accessibility ensures that people with and without disabilities can access the same information, perform the same tasks, and receive the same services using information technology. It is the digital equivalent to accessibility in the physical environment —the curb cuts, ramps, railings, etc., of the digital age. While ICT accessibility can provide usability benefits to everyone who uses ICT, it is a vital necessity to many people with disabilities." - [NASCIO - Accessibility in IT Procurement](#)

About this document

This document lists relevant ICT accessibility requirements from the EN 301 549 v2.1.2 (2018-08) Harmonised European Standard "Accessibility requirements for ICT products and services", which includes the Web Content Accessibility Guidelines (WCAG) 2.1 level AA.

At first glance, some requirements may appear to be unrelated to this product or service. They have been included for consideration since the full feature set of a Vendor's product or service may not be known. For example, a video may be embedded into product documentation, so accessibility requirements for video and audio may become relevant.

Appendices include definitions, references, and practical guidance on creating accessible documentation.

Sources used to compile this document

- [EN 301 549 v2.12 \(2018-08\) Harmonised European Standard "Accessibility requirements for ICT products and services" \(PDF\)](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) (W3C Recommendation 05 June 2018)
- [Understanding WCAG 2.1](#) (Updated 16 November 2018)
- [How to Meet WCAG 2.1 \(Quick Reference\)](#)
- [VPAT® 2.3 EU](#)

Part A - Functional performance statements

These are explanatory (non-testable) statements that introduce the core aspects that the offered product or service must provide to be considered accessible.

4.2.1. Usage without vision: Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.

- NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface.
- NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.

4.2.2. Usage with limited vision: Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.

- NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.
- NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.
- NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).

4.2.3. Usage without perception of colour: Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.

- NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.

4.2.4. Usage without hearing: Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.

- NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.

4.2.5. Usage with limited hearing: Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.

- NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.
- NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).

4.2.6. Usage without vocal capability: Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.

- NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.
- NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.

4.2.7. Usage with limited manipulation or strength: Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength.

- NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependant gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions.
- NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause.
- NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.

4.2.8. Usage with limited reach: Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users.

- NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.

4.2.9. Minimize photosensitive seizure triggers: Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures.

- NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.

4.2.10. Usage with limited cognition: Some users will need the ICT to provide features that make it simpler and easier to use.

- NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.
- NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.

4.2.11. Privacy: Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility.

- NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.

Part B - Functional accessibility requirements

Explanation of the table columns

- **"EN 301 549 clause"** includes all clauses of the EN 301 549 v2.12 that may apply to the ICT product or service. If WCAG 2.1 is referenced, we include the full text of the WCAG success criterion along with links to the criterion, "Understanding the requirement", "How to meet the requirement" and definitions of standardized words.
- **"Determination of compliance"** describes how to test if you have met the requirement. These are copied from EN 301 549 v2.12 Annex C.

Scope

The following Functional Accessibility Requirements are applicable to the Functional Performance Statements in Part A. If a solution meets all of these it is considered to have met the Functional Performance Statements and is therefore deemed to conform with EN 301 549 v2.12.

Clauses 5, 5.2, 5.4, 6, 6.1, 6.5, 6.5.1, 6.5.2, 6.5.3, 6.5.4, 7, 7.1, 7.1.1, 7.1.2, 7.1.3, 7.2, 7.2.1, 7.2.2, 7.2.3, 7.3, 9, 9.0, 9.1, 9.1.1, 9.1.1.1, 9.1.2, 9.1.2.1, 9.1.2.2, 9.1.2.3, 9.1.2.4, 9.1.2.5, 9.1.3, 9.1.3.1, 9.1.3.2, 9.1.3.3, 9.1.3.4, 9.1.3.5, 9.1.4, 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, 9.2.1, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.2, 9.2.2.1, 9.2.2.2, 9.2.3, 9.2.3.1, 9.2.4, 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, 9.2.5.1, 9.2.5.2, 9.2.5.3, 9.2.5.4, 9.3, 9.3.1, 9.3.1.1, 9.3.1.2, 9.3.2, 9.3.2.1, 9.3.2.2, 9.3.2.3, 9.3.2.4, 9.3.3, 9.3.3.1, 9.3.3.2, 9.3.3.3, 9.3.3.4, 9.4, 9.4.1, 9.4.1.1, 9.4.1.2, 9.4.1.3, 9.5, 10, 10.0, 10.1, 10.1.1, 10.1.1.1, 10.1.3, 10.1.3.1, 10.1.3.2, 10.1.3.3, 10.1.3.4, 10.1.3.5, 10.1.4, 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, 10.2.1, 10.2.1.1, 10.2.1.2, 10.2.1.4, 10.2.2, 10.2.2.1, 10.2.2.2, 10.2.3, 10.2.3.1, 10.2.4, 10.2.4.2, 10.2.4.3, 10.2.4.4, 10.2.4.6, 10.2.4.7, 10.2.5, 10.2.5.1, 10.2.5.2, 10.2.5.3, 10.2.5.4, 10.3, 10.3.1,

10.3.1.1, 10.3.1.2, 10.3.2, 10.3.2.1, 10.3.2.2, 10.3.3, 10.3.3.1, 10.3.3.2, 10.3.3.3, 10.3.3.4, 10.4, 10.4.1, 10.4.1.1, 10.4.1.2, 10.5, 10.6, 11, 11.0, 11.1, 11.1.1, 11.1.1.1, 11.1.1.1.1, 11.1.1.1.2, 11.1.2, 11.1.2.1, 11.1.2.1.1, 11.1.2.1.2, 11.1.2.1.2.1, 11.1.2.1.2.2, 11.1.2.2, 11.1.2.3, 11.1.2.3.1, 11.1.2.3.2, 11.1.2.4, 11.1.2.5, 11.1.3, 11.1.3.1, 11.1.3.1.1, 11.1.3.1.2, 11.1.3.2, 11.1.3.2.1, 11.1.3.2.2, 11.1.3.3, 11.1.3.4, 11.1.3.5, 11.1.4, 11.1.4.1, 11.1.4.2, 11.1.4.3, 11.1.4.4, 11.1.4.4.1, 11.1.4.4.2, 11.1.4.5, 11.1.4.5.1, 11.1.4.5.2, 11.1.4.10, 11.1.4.10.1, 11.1.4.10.2, 11.1.4.11, 11.1.4.12, 11.1.4.13, 11.2, 11.2.1, 11.2.1.1, 11.2.1.1.1, 11.2.1.1.2, 11.2.1.2, 11.2.1.4, 11.2.1.4.1, 11.2.1.4.2, 11.2.2, 11.2.2.1, 11.2.2.2, 11.2.3, 11.2.3.1, 11.2.4, 11.2.4.3, 11.2.4.4, 11.2.4.6, 11.2.4.7, 11.2.5, 11.2.5.1, 11.2.5.2, 11.2.5.3, 11.2.5.4, 11.3, 11.3.1, 11.3.1.1, 11.3.1.1.1, 11.3.1.1.2, 11.3.2, 11.3.2.1, 11.3.2.2, 11.3.3, 11.3.3.1, 11.3.3.1.1, 11.3.3.1.2, 11.3.3.2, 11.3.3.3, 11.3.3.4, 11.4, 11.4.1, 11.4.1.1, 11.4.1.1.1, 11.4.1.1.2, 11.4.1.2, 11.4.1.2.1, 11.4.1.2.2, 11.5, 11.5.1, 11.5.2, 11.5.2.1, 11.5.2.2, 11.5.2.3, 11.5.2.5, 11.5.2.6, 11.5.2.7, 11.5.2.8, 11.5.2.9, 11.5.2.10, 11.5.2.11, 11.5.2.12, 11.5.2.13, 11.5.2.14, 11.5.2.15, 11.5.2.16, 11.5.2.17, 11.6, 11.6.1, 11.6.2, 11.7, 11.8, 11.8.1, 11.8.2, 11.8.3, 11.8.4, 11.8.5, 12, 12.1, 12.1.1, 12.1.2, 12.2, 12.2.1, 12.2.2, 12.2.3 and 12.2.4 have been deemed relevant to this ICT.

EN 301 549 clause	Determination of compliance	Supports?	Explanation
5 Generic requirements	---		
<p>5.2 Activation of accessibility features</p> <p>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.</p>	<p>C.5.2 Activation of accessibility features</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT has documented accessibility features to meet a specific need.</p> <p>Procedure</p> <p>1. Check that it is possible to activate those accessibility features without relying on a method that does not support that need.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>5.4 Preservation of accessibility information during conversion</p> <p>Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that</p>	<p>C.5.4 Preservation of accessibility information during conversion</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>such information can be contained in or supported by the destination format.</p>	<p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The non-proprietary information provided for accessibility is documented. 2. The ICT converts information or communication. 3. The non-proprietary information provided for accessibility can be contained in the destination format. 4. The non-proprietary information provided for accessibility can be supported by the destination format. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the non-proprietary information provided for accessibility is preserved when the ICT converts information or communication. <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>6 ICT with two-way voice communication</p>	<p>---</p>		
<p>6.1 Audio bandwidth for speech</p> <p>Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT shall be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz.</p> <p>NOTE 1: For the purposes of interoperability, support of Recommendation ITU-T G.722 [i.21] is widely used.</p>	<p>C.6.1 Audio bandwidth for speech</p> <p>Type of assessment</p> <p>Measurement</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT under test provides two-way voice communication. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the ICT can encode and decode audio with a 		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>NOTE 2: Where codec negotiation is implemented, other standardized codecs such as Recommendation ITU-T G.722.2 [i.22] are sometimes used so as to avoid transcoding.</p>	<p>frequency range with an upper limit of at least 7 000 Hz.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>6.5 Video communication</p>	<p>---</p>		
<p>6.5.1 General (informative)</p> <p>Clause 6.5 (Video communications) provides performance requirements that support users who communicate using sign language and lip-reading. For these users, good usability is achieved with Common Intermediate Format (CIF) resolution, a frame rate of 20 frames per second and over, with a time difference between speech audio and video that does not exceed 100 ms.</p> <p>When the resolution is reduced to Quarter Common Intermediate Format (QCIF) and the frame rate drops to 12 frames per second the communication is still usable with some restrictions.</p> <p>A lower resolution causes less disturbance to the perception of sign language and lip-reading than that caused by a lower frame rate.</p> <p>Delay can be a problem in video communication. Overall delay values below 0,4 s are preferred, with an increase in preference down to 0,1 s. Values over 0,8 s are felt to hinder a good sign conversation. Overall delay depends on multiple factors, including e.g. network delay and video processing. For this reason a testable requirement on minimum values for overall delay cannot be produced.</p>	<p>C.6.5.1 General (informative)</p> <p>Clause 6.5.1 is informative only and contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>6.5.2 Resolution</p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:</p> <ul style="list-style-type: none"> a. shall support at least QCIF resolution; b. should preferably support at least CIF resolution. 	<p>C.6.5.2 Resolution</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ul style="list-style-type: none"> 1. The ICT provides 2 way voice communication. 2. The ICT includes real-time video functionality. <p>Procedure</p> <ul style="list-style-type: none"> 1. Check that the video communication resolution is QCIF resolution or better. <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>6.5.3 Frame rate</p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:</p> <ul style="list-style-type: none"> a. shall support a frame rate of at least 12 frames per second (FPS); b. should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream. 	<p>C.6.5.3 Frame rate</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ul style="list-style-type: none"> 1. The ICT provides 2 way voice communication. 2. The ICT includes real-time video functionality. <p>Procedure</p> <ul style="list-style-type: none"> 1. Check that the video communication frame rate is equal to or higher than 12 frames per second. <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	Pass: Check 1 is true Fail: Check 1 is false		
<p>6.5.4 Synchronization between audio and video</p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user.</p>	<p>C.6.5.4 Synchronization between audio and video</p> <p>Type of assessment</p> <p>Measurement</p> <p>Pre-conditions</p> <p>1. The ICT provides 2 way voice communication.</p> <p>2. The ICT includes real-time video functionality.</p> <p>Procedure</p> <p>1. Check that the time difference between the speech and video presented to the user is equal to or less than 100 ms.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>7 ICT with video capabilities</p>	<p>---</p>		
<p>7.1 Caption processing technology</p>	<p>---</p>		
<p>7.1.1 Captioning playback</p> <p>Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions.</p> <p>NOTE: Captions may contain information about timing, colour and positioning. This caption data is important for caption users. Timing is used for caption</p>	<p>C.7.1.1 Captioning playback</p> <p>Type of assessment</p> <p>Test 1</p> <p>Pre-conditions</p> <p>1. The ICT displays or processes video with synchronized audio.</p> <p>2. Captions are provided in the video.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>synchronization. Colour can be used for speaker identification. Position can be used to avoid obscuring important information.</p>	<p>Procedure</p> <p>1. Check that there is a mechanism to display the captions.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p> <p>Type of assessment</p> <p>Test 2</p> <p>Pre-conditions</p> <p>1. The ICT displays or processes video with synchronized audio.</p> <p>2. Closed captions are provided by the content.</p> <p>Procedure</p> <p>1. Check that there is a mechanism to choose to display the captions.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>7.1.2 Captioning synchronization</p> <p>Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the audio and the corresponding captions.</p>	<p>C.7.1.2 Captioning synchronization</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT has a mechanism to display captions.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>1. Check that the mechanism to display the captions preserves the synchronization between the audio and corresponding captions.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>7.1.3 Preservation of captioning</p> <p>Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2.</p> <p>Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible.</p>	<p>C.7.1.3 Preservation of captioning</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT transmits converts or records video with synchronized audio.</p> <p>Procedure</p> <p>1. Check that the ICT preserves caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>7.2 Audio description technology</p>	<p>---</p>		
<p>7.2.1 Audio description playback</p> <p>Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel.</p> <p>Where video technologies do not have explicit and separate</p>	<p>C.7.2.1 Audio description playback</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks.</p> <p>NOTE 1: In such cases, the video content can include the audio description as one of the available audio tracks.</p> <p>NOTE 2: Audio descriptions in digital media sometimes include information to allow descriptions that are longer than the gaps between dialogue. Support in digital media players for this "extended audio description" feature is useful, especially for digital media that is viewed personally.</p>	<p>1. The ICT displays video with synchronized audio.</p> <p>Procedure</p> <p>1. Check that there is an explicit and separate mechanism for audio description.</p> <p>2. Check that there is a mechanism to select and play the audio description to the default audio channel.</p> <p>3. Check that the ICT enables the user to select and play several audio tracks.</p> <p>Result</p> <p>Pass: Check 1 and 2 are true or 1 is false and 3 is true</p> <p>Fail: Check 1 is true and 2 is false or 1 is false and 3 is false</p>		
<p>7.2.2 Audio description synchronization</p> <p>Where ICT has a mechanism to play audio description, it shall preserve the synchronization between the audio/visual content and the corresponding audio description.</p>	<p>C.7.2.2 Audio description synchronization</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT has a mechanism to play audio description.</p> <p>Procedure</p> <p>1. Check that the synchronization between the audio/visual content and the corresponding audio description is preserved.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>7.2.3 Preservation of audio description</p> <p>Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.</p>	<p>C.7.2.3 Preservation of audio description</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT transmits converts or records video with synchronized audio.</p> <p>Procedure</p> <p>1. Check that the ICT preserves audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>7.3 User controls for captions and audio description</p> <p>Where ICT primarily displays materials containing video with associated audio content, user controls to activate subtitling and audio description shall be provided to the user at the same level of interaction (i.e. the number of steps to complete the task) as the primary media controls.</p> <p>NOTE 1: Primary media controls are the set of controls that the user most commonly uses to control media.</p> <p>NOTE 2: Products that have a general hardware volume control, such as a telephone, or a laptop which can be configured to display video through software but which is not its primary purpose, would</p>	<p>C.7.3 User controls for captions and audio description</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT primarily display materials containing video with associated audio content.</p> <p>Procedure</p> <p>1. Check that user controls to activate subtitling and audio descriptions are provided to the user at the same level of interaction as the primary media controls.</p>		

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<p>not need dedicated hardware controls for captions and descriptions; however software controls, or hardware controls mapped through software, would need to be at the same level of interaction.</p> <p>NOTE 3: It is best practice for ICT to include additional controls enabling the user to select whether captions and audio description are turned on or off by default.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
9 Web	---		
<p>9.0 General (informative)</p> <p>Requirements in clause 9 apply to web pages (as defined in clause 3.1) including:</p> <ul style="list-style-type: none"> • 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. <p>NOTE 1: When evaluating web sites they are evaluated as individual web pages. Web applications, mobile web applications etc. are covered</p>	<p>C.9.0 General (informative)</p> <p>Clause 9.0 is informative only and contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>under the definition of web page which is quite broad and covers all web content types.</p> <p>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</p> <p>W3C Web Content Accessibility Guidelines (WCAG 2.1) [5]:</p> <ul style="list-style-type: none"> • 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. <p>NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500 (2012): "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4].</p>			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1).</p> <p>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.</p> <p>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.</p> <p>In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA.</p> <p>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.</p> <p>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</p>			

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<p>project, as well as potentially beneficial to some users.</p> <p>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".</p>			
9.1 Perceivable	---		
9.1.1 Text alternatives	---		
<p>9.1.1.1 Non-text content</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text content.</p> <p>WCAG 2.1 Success Criterion 1.1.1 Non-text content</p> <p>Understanding Non-text Content</p> <p>How to Meet Non-text Content</p> <p>(Level A)</p> <p>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.</p> <ul style="list-style-type: none"> • 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 	<p>C.9.1.1.1 Non-text content</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Guideline 1.2 for additional requirements for media.)</p> <ul style="list-style-type: none"> • 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	---		
<p>9.1.2.1 Audio-only and video-only (prerecorded)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success</p>	<p>C.9.1.2.1 Audio-only and video-only (prerecorded)</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Criterion 1.2.1 Audio-only and Video-only (Prerecorded).</p> <p>WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</p> <p>Understanding Audio-only and Video-only (Prerecorded)</p> <p>How to Meet Audio-only and Video-only (Prerecorded)</p> <p>(Level A)</p> <p>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:</p> <ul style="list-style-type: none"> • 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. 	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.2.2 Captions (prerecorded)</p> <p>Where ICT is a web page, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).</p> <p>WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</p> <p>Understanding Captions (Prerecorded)</p>	<p>C.9.1.2.2 Captions (prerecorded)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Captions (Prerecorded)</p> <p>(Level A)</p> <p>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.</p>	<p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.2.3 Audio description or media alternative (prerecorded)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).</p> <p>WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</p> <p>Understanding Audio Description or Media Alternative (Prerecorded)</p> <p>How to Meet Audio Description or Media Alternative (Prerecorded)</p> <p>(Level A)</p> <p>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.</p>	<p>C.9.1.2.3 Audio description or media alternative (prerecorded)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.2.4 Captions (live)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.4 Captions (Live).</p> <p>WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</p>	<p>C.9.1.2.4 Captions (live)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Understanding Captions (Live)</p> <p>How to Meet Captions (Live)</p> <p>(Level AA)</p> <p>Captions are provided for all live audio content in synchronized media.</p>	<p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.2.5 Audio description (prerecorded)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</p> <p>WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</p> <p>Understanding Audio Description (Prerecorded)</p> <p>How to Meet Audio Description (Prerecorded)</p> <p>(Level AA)</p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	<p>C.9.1.2.5 Audio description (prerecorded)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.3 Adaptable</p>	<p>---</p>		
<p>9.1.3.1 Info and relationships</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.</p> <p>WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</p>	<p>C.9.1.3.1 Info and relationships</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Understanding Info and Relationships</p> <p>How to Meet Info and Relationships</p> <p>(Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	<p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.3.2 Meaningful sequence</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.</p> <p>WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</p> <p>Understanding Meaningful Sequence</p> <p>How to Meet Meaningful Sequence</p> <p>(Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	<p>C.9.1.3.2 Meaningful sequence</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.3.3 Sensory characteristics</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</p> <p>Understanding Sensory Characteristics</p>	<p>C.9.1.3.3 Sensory characteristics</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Sensory Characteristics</p> <p>(Level A)</p> <p>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.</p> <p>Note: For requirements related to color, refer to Guideline 1.4.</p>	<p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.3.4 Orientation</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.4 Orientation.</p> <p>WCAG 2.1 Success Criterion 1.3.4 Orientation</p> <p>Understanding Orientation</p> <p>How to Meet Orientation</p> <p>(Level AA)</p> <p>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.</p> <p>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.</p>	<p>C.9.1.3.4 Orientation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.3.5 Identify input purpose</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success</p>	<p>C.9.1.3.5 Identify input purpose</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Criterion 1.3.5 Identify Input Purpose.</p> <p>WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</p> <p>Understanding Identify Input Purpose</p> <p>How to Meet Identify Input Purpose</p> <p>(Level AA)</p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • 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. 	<p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4 Distinguishable</p>	<p>---</p>		
<p>9.1.4.1 Use of colour</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p> <p>WCAG 2.1 Success Criterion 1.4.1 Use of Color</p> <p>Understanding Use of Color</p> <p>How to Meet Use of Color</p> <p>(Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action,</p>	<p>C.9.1.4.1 Use of colour</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>prompting a response, or distinguishing a visual element.</p> <p>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.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.2 Audio control</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.2 Audio Control.</p> <p>WCAG 2.1 Success Criterion 1.4.2 Audio Control</p> <p>Understanding Audio Control</p> <p>How to Meet Audio Control</p> <p>(Level A)</p> <p>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.</p> <p>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.</p>	<p>C.9.1.4.2 Audio control</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.2 Audio Control.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.3 Contrast (minimum)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).</p>	<p>C.9.1.4.3 Contrast (minimum)</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</p> <p>Understanding Contrast (Minimum)</p> <p>How to Meet Contrast (Minimum)</p> <p>(Level AA)</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • 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. 	<p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.4 Resize text</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.4 Resize text.</p> <p>WCAG 2.1 Success Criterion 1.4.4 Resize text</p> <p>Understanding Resize text</p> <p>How to Meet Resize text</p> <p>(Level AA)</p>	<p>C.9.1.4.4 Resize text</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.5 Images of text</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p> <p>WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p> <p>Understanding Images of Text</p> <p>How to Meet Images of Text</p> <p>(Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>	<p>C.9.1.4.5 Images of text</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.10 Reflow</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.10 Reflow.</p> <p>WCAG 2.1 Success Criterion 1.4.10 Reflow</p> <p>Understanding Reflow</p>	<p>C.9.1.4.10 Reflow</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Reflow</p> <p>(Level AA)</p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>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.</p> <p>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.</p>	<p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.10 Reflow.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.11 Non-text contrast</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</p> <p>WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</p> <p>Understanding Non-text Contrast</p> <p>How to Meet Non-text Contrast</p>	<p>C.9.1.4.11 Non-text contrast</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>(Level AA)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> • 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. 	<p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.1.4.12 Text spacing</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing.</p> <p>WCAG 2.1 Success Criterion 1.4.12 Text spacing</p> <p>Understanding Text Spacing</p> <p>How to Meet Text Spacing</p> <p>(Level AA)</p> <p>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:</p>	<p>C.9.1.4.12 Text spacing</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. <p>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.</p>			
<p>9.1.4.13 Content on hover or focus</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.</p> <p>WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</p> <p>Understanding Content on Hover or Focus</p> <p>How to Meet Content on Hover or Focus</p> <p>(Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> • Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard 	<p>C.9.1.4.13 Content on hover or focus</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>focus, unless the additional content communicates an input error or does not obscure or replace other content;</p> <ul style="list-style-type: none"> • 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. <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.</p> <p>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.</p>			
9.2 Operable	---		
9.2.1 Keyboard accessible	---		
<p>9.2.1.1 Keyboard</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.1 Keyboard.</p> <p>WCAG 2.1 Success Criterion 2.1.1 Keyboard</p> <p>Understanding Keyboard</p>	<p>C.9.2.1.1 Keyboard</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Keyboard</p> <p>(Level A)</p> <p>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.</p> <p>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.</p> <p>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>	<p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.1.2 No keyboard trap</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap.</p> <p>WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</p> <p>Understanding No Keyboard Trap</p> <p>How to Meet No Keyboard Trap</p> <p>(Level A)</p> <p>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,</p>	<p>C.9.2.1.2 No keyboard trap</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>the user is advised of the method for moving focus away.</p> <p>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.</p>			
<p>9.2.1.4 Character key shortcuts</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts.</p> <p>WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</p> <p>Understanding Character Key Shortcuts</p> <p>How to Meet Character Key Shortcuts</p> <p>(Level A)</p> <p>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:</p> <ul style="list-style-type: none"> • 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 	<p>C.9.2.1.4 Character key shortcuts</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
is only active when that component has focus.			
9.2.2 Enough time	---		
<p>9.2.2.1 Timing adjustable</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable.</p> <p>WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</p> <p>Understanding Timing Adjustable</p> <p>How to Meet Timing Adjustable</p> <p>(Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> • 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 	<p>C.9.2.2.1 Timing adjustable</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> 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. <p>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.</p>			
<p>9.2.2.2 Pause, stop, hide</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide.</p> <p>WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</p> <p>Understanding Pause, Stop, Hide</p> <p>How to Meet Pause, Stop, Hide</p> <p>(Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> 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 	<p>C.9.2.2.2 Pause, stop, hide</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>activity where it is essential; and</p> <ul style="list-style-type: none"> • 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. <p>Note: For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p>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.</p> <p>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.</p> <p>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.</p>			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
9.2.3 Seizures and physical reactions	---		
<p>9.2.3.1 Three flashes or below threshold</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold.</p> <p>WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</p> <p>Understanding Three Flashes or Below Threshold</p> <p>How to Meet Three Flashes or Below Threshold</p> <p>(Level A)</p> <p>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.</p> <p>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.</p>	<p>C.9.2.3.1 Three flashes or below threshold</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
9.2.4 Navigable	---		
<p>9.2.4.1 Bypass blocks</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks.</p> <p>WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks</p> <p>Understanding Bypass Blocks</p>	<p>C.9.2.4.1 Bypass blocks</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Bypass Blocks</p> <p>(Level A)</p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	<p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.4.2 Page titled</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.2 Page Titled.</p> <p>WCAG 2.1 Success Criterion 2.4.2 Page Titled</p> <p>Understanding Page Titled</p> <p>How to Meet Page Titled</p> <p>(Level A)</p> <p>Web pages have titles that describe topic or purpose.</p>	<p>C.9.2.4.2 Page titled</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.2 Page Titled.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.4.3 Focus Order</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.3 Focus Order.</p> <p>WCAG 2.1 Success Criterion 2.4.3 Focus Order</p> <p>Understanding Focus Order</p> <p>How to Meet Focus Order</p> <p>(Level A)</p> <p>If a Web page can be navigated sequentially and the navigation</p>	<p>C.9.2.4.3 Focus Order</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.3 Focus Order.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.4.4 Link purpose (in context)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)-</p> <p>WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</p> <p>Understanding Link Purpose (In Context)</p> <p>How to Meet Link Purpose (In Context)</p> <p>(Level A)</p> <p>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.</p>	<p>C.9.2.4.4 Link purpose (in context)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.4.5 Multiple ways</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.5 Multiple Ways.</p> <p>WCAG 2.1 Success Criterion 2.4.5 Multiple Ways</p> <p>Understanding Multiple Ways</p> <p>How to Meet Multiple Ways</p> <p>(Level AA)</p> <p>More than one way is available to locate a Web page within a set of Web pages except where the Web</p>	<p>C.9.2.4.5 Multiple ways</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.5 Multiple Ways.</p> <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
Page is the result of, or a step in, a process .	Pass: Check 1 is true Fail: Check 1 is false		
<p>9.2.4.6 Headings and labels</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.</p> <p>WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</p> <p>Understanding Headings and Labels</p> <p>How to Meet Headings and Labels</p> <p>(Level AA)</p> <p>Headings and labels describe topic or purpose.</p>	<p>C.9.2.4.6 Headings and labels</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.4.7 Focus visible</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.7 Focus Visible.</p> <p>WCAG 2.1 Success Criterion 2.4.7 Focus Visible</p> <p>Understanding Focus Visible</p> <p>How to Meet Focus Visible</p> <p>(Level AA)</p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	<p>C.9.2.4.7 Focus visible</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
9.2.5 Input modalities	---		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>9.2.5.1 Pointer gestures</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures.</p> <p>WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</p> <p>Understanding Pointer Gestures</p> <p>How to Meet Pointer Gestures</p> <p>(Level A)</p> <p>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.</p> <p>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).</p>	<p>C.9.2.5.1 Pointer gestures</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.2.5.2 Pointer cancellation</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation.</p> <p>WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</p> <p>Understanding Pointer Cancellation</p> <p>How to Meet Pointer Cancellation</p> <p>(Level A)</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p>	<p>C.9.2.5.2 Pointer cancellation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. <p>Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>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).</p>			
<p>9.2.5.3 Label in name</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name.</p> <p>WCAG 2.1 Success Criterion 2.5.3 Label in Name</p> <p>Understanding Label in Name</p> <p>How to Meet Label in Name</p> <p>(Level A)</p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	<p>C.9.2.5.3 Label in name</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Note: A best practice is to have the text of the label at the start of the name.</p>			
<p>9.2.5.4 Motion actuation</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.</p> <p>WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</p> <p>Understanding Motion Actuation</p> <p>How to Meet Motion Actuation</p> <p>(Level A)</p> <p>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:</p> <ul style="list-style-type: none"> 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. 	<p>C.9.2.5.4 Motion actuation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.3 Understandable</p>	<p>---</p>		
<p>9.3.1 Readable</p>	<p>---</p>		
<p>9.3.1.1 Language of page</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.1 Language of Page.</p> <p>WCAG 2.1 Success Criterion 3.1.1 Language of Page</p> <p>Understanding Language of Page</p>	<p>C.9.3.1.1 Language of page</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Language of Page</p> <p>(Level A)</p> <p>The default human language of each Web page can be programmatically determined.</p>	<p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.1 Language of Page.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.3.1.2 Language of parts</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.2 Language of Parts.</p> <p>WCAG 2.1 Success Criterion 3.1.2 Language of Parts</p> <p>Understanding Language of Parts</p> <p>How to Meet Language of Parts</p> <p>(Level AA)</p> <p>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.</p>	<p>C.9.3.1.2 Language of parts</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.2 Language of Parts.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.3.2 Predictable</p>	<p>---</p>		
<p>9.3.2.1 On focus</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.1 On Focus.</p> <p>WCAG 2.1 Success Criterion 3.2.1 On Focus</p> <p>Understanding On Focus</p>	<p>C.9.3.2.1 On focus</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet On Focus</p> <p>(Level A)</p> <p>When any user interface component receives focus, it does not initiate a change of context.</p>	<p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.3.2.2 On input</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.2 On Input.</p> <p>WCAG 2.1 Success Criterion 3.2.2 On Input</p> <p>Understanding On Input</p> <p>How to Meet On Input</p> <p>(Level A)</p> <p>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.</p>	<p>C.9.3.2.2 On input</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.2 On Input.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.3.2.3 Consistent navigation</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation.</p> <p>WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation</p> <p>Understanding Consistent Navigation</p> <p>How to Meet Consistent Navigation</p> <p>(Level AA)</p>	<p>C.9.3.2.3 Consistent navigation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation.</p> <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p>	<p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p>9.3.2.4 Consistent identification</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.4 Consistent Identification.</p> <p>WCAG 2.1 Success Criterion 3.2.4 Consistent Identification</p> <p>Understanding Consistent Identification</p> <p>How to Meet Consistent Identification</p> <p>(Level AA)</p> <p>Components that have the same functionality within a set of Web pages are identified consistently.</p>	<p>C.9.3.2.4 Consistent identification</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.4 Consistent Identification.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p>9.3.3 Input assistance</p>	<p>---</p>		
<p>9.3.3.1 Error identification</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.1 Error Identification.</p> <p>WCAG 2.1 Success Criterion 3.3.1 Error Identification</p> <p>Understanding Error Identification</p> <p>How to Meet Error Identification</p> <p>(Level A)</p> <p>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.</p>	<p>C.9.3.3.1 Error identification</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification.</p> <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	Pass: Check 1 is true Fail: Check 1 is false		
<p>9.3.3.2 Labels or instructions</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.</p> <p>WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</p> <p>Understanding Labels or Instructions</p> <p>How to Meet Labels or Instructions</p> <p>(Level A)</p> <p>Labels or instructions are provided when content requires user input.</p>	<p>C.9.3.3.2 Labels or instructions</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.3.3.3 Error suggestion</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.</p> <p>WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</p> <p>Understanding Error Suggestion</p> <p>How to Meet Error Suggestion</p> <p>(Level AA)</p> <p>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.</p>	<p>C.9.3.3.3 Error suggestion</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>9.3.3.4 Error prevention (legal, financial, data)</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data).</p> <p>WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</p> <p>Understanding Error Prevention (Legal, Financial, Data)</p> <p>How to Meet Error Prevention (Legal, Financial, Data)</p> <p>(Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> • 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. 	<p>C.9.3.3.4 Error prevention (legal, financial, data)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
9.4 Robust	---		
9.4.1 Compatible	---		
<p>9.4.1.1 Parsing</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.1 Parsing.</p>	<p>C.9.4.1.1 Parsing</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>WCAG 2.1 Success Criterion 4.1.1 Parsing</p> <p>Understanding Parsing</p> <p>How to Meet Parsing</p> <p>(Level A)</p> <p>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.</p> <p>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.</p>	<p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.1 Parsing.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.4.1.2 Name, role, value</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value.</p> <p>WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</p> <p>Understanding Name, Role, Value</p> <p>How to Meet Name, Role, Value</p> <p>(Level A)</p> <p>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</p>	<p>C.9.4.1.2 Name, role, value</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>agents, including assistive technologies.</p> <p>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.</p>			
<p>9.4.1.3 Status messages</p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.3 Status Messages.</p> <p>WCAG 2.1 Success Criterion 4.1.3 Status Messages</p> <p>Understanding Status Messages</p> <p>How to Meet Status Messages</p> <p>(Level AA)</p> <p>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.</p>	<p>C.9.4.1.3 Status messages</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.3 Status Messages.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>9.5 WCAG conformance requirements</p> <p>Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5].</p> <ol style="list-style-type: none"> 1. Conformance level 2. Full pages 3. Complete processes 4. Only Accessibility-Supported Ways of Using Technologies 5. Non-interference 	<p>C.9.5 WCAG conformance requirements</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page satisfies WCAG 2.1 [5]</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>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].</p> <p>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.</p> <p>WCAG 2.1 conformance requirements at Level AA [5]</p>	<p>conformance requirement "1: Conformance level" at Level AA.</p> <p>2. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "2: Full pages".</p> <p>3. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "3: Complete processes".</p> <p>4. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "4: Only Accessibility-Supported Ways of Using Technologies".</p> <p>5. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "5: Non-interference".</p> <p>Result</p> <p>Pass: All checks are true</p> <p>Fail: Any check is false</p>		
10 Non-web documents	---		
<p>10.0 General (informative)</p> <p>Requirements in clause 10 apply to documents:</p> <ul style="list-style-type: none"> • 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. <p>Clause 9 provides requirements for documents that are in web pages or that are embedded in web pages and that are used in</p>	<p>C.10.0 General (informative)</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>the rendering or that are intended to be rendered together with the web page in which they are embedded.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>NOTE 4: The requirements for content that is part of software, can be found in clause 11.</p> <p>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.</p>			
10.1 Perceivable	---		
10.1.1 Text alternatives	---		
<p>10.1.1.1 Non-text content</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.1.1 Non-text Content.</p> <p>NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate.</p>	<p>C.10.1.1.1 Non-text content</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>WCAG 2.1 Success Criterion 1.1.1 Non-text Content</p> <p>Understanding Non-text Content</p> <p>How to Meet Non-text Content</p> <p>(Level A)</p> <p>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.</p> <ul style="list-style-type: none"> • 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. 	<p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. 			
10.1.3 Adaptable	---		
<p>10.1.3.1 Info and relationships</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.</p> <p>WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</p> <p>Understanding Info and Relationships</p> <p>How to Meet Info and Relationships</p> <p>(Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	<p>C.10.1.3.1 Info and relationships</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.</p> <p>Result</p> <p>Pass: Check 1 is true</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>10.1.3.2 Meaningful sequence</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.</p> <p>WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</p> <p>Understanding Meaningful Sequence</p> <p>How to Meet Meaningful Sequence</p> <p>(Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	<p>Fail: Check 1 is false</p> <p>C.10.1.3.2 Meaningful sequence</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.3.3 Sensory characteristics</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>Understanding Sensory Characteristics</p> <p>How to Meet Sensory Characteristics</p> <p>(Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color,</p>	<p>Fail: Check 1 is false</p> <p>C.10.1.3.3 Sensory characteristics</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>size, visual location, orientation, or sound.</p> <p>Note: For requirements related to color, refer to WCAG 2.1 - Guideline 1.4.</p>			
<p>10.1.3.4 Orientation</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.4 Orientation.</p> <p>WCAG 2.1 Success Criterion 1.3.4 Orientation</p> <p>Understanding Orientation</p> <p>How to Meet Orientation</p> <p>(Level AA)</p> <p>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.</p> <p>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.</p>	<p>C.10.1.3.4 Orientation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions:</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.3.5 Identify input purpose</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.</p> <p>WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</p> <p>Understanding Identify Input Purpose</p>	<p>C.10.1.3.5 Identify input purpose</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Identify Input Purpose</p> <p>(Level AA)</p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • 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. 	<p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.4 Distinguishable</p>	<p>---</p>		
<p>10.1.4.1 Use of colour</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p> <p>WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p> <p>Understanding Use of Color</p> <p>How to Meet Use of Color</p> <p>(Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including</p>	<p>C.10.1.4.1 Use of colour</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>programmatically accessible to color and other visual presentation coding.</p>			
<p>10.1.4.2 Audio control</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.1.</p> <p>Table 10.1: Document success criterion: Audio control</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 1.4.2 Audio Control</p> <p>Understanding Audio Control</p> <p>How to Meet Audio Control</p> <p>(Level A)</p>	<p>C.10.1.4.2 Audio control</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.1.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>10.1.4.3 Contrast (minimum)</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).</p> <p>WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</p> <p>Understanding Contrast (Minimum)</p> <p>How to Meet Contrast (Minimum)</p> <p>(Level AA)</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • 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. 	<p>C.10.1.4.3 Contrast (minimum)</p> <p>Type of assessment: Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.4.4 Resize text</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.4 Resize Text.</p> <p>NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom</p>	<p>C.10.1.4.4 Resize text</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 1.4.4 Resize Text</p> <p>Understanding Resize text</p> <p>How to Meet Resize text</p> <p>(Level AA)</p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	<p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.4.5 Images of text</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p> <p>WCAG 2.1 Success Criterion 1.4.5 Images of Text</p> <p>Understanding Images of Text</p> <p>How to Meet Images of Text</p> <p>(Level AA)</p> <p>If the technologies being used can achieve the visual presentation,</p>	<p>C.10.1.4.5 Images of text</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> • 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. <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.4.10 Reflow</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.2.</p> <p>Table 10.2: Document success criterion: Reflow</p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>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</p>	<p>C.10.1.4.10 Reflow</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.2.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p>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.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 1.4.10 Reflow</p> <p>Understanding Reflow</p> <p>How to Meet Reflow</p> <p>(Level AA)</p>			
<p>10.1.4.11 Non-text contrast</p> <p>Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</p> <p>WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</p> <p>Understanding Non-text Contrast</p> <p>How to Meet Non-text Contrast</p> <p>(Level AA)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> User Interface Components: Visual information required to 	<p>C.10.1.4.11 Non-text contrast</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</p> <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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;</p> <ul style="list-style-type: none"> Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. 	<p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.1.4.12 Text spacing</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 1.4.12 Text spacing</p> <p>Understanding Text Spacing</p> <p>How to Meet Text Spacing</p> <p>(Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> Line height (line spacing) to at least 1.5 times the font size; Spacing following paragraphs to at least 2 times the font size; 	<p>C.10.1.4.12 Text spacing</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> Letter spacing (tracking) to at least 0.12 times the font size; Word spacing to at least 0.16 times the font size. <p>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.</p>			
<p>10.1.4.13 Content on hover or focus</p> <p>Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.</p> <p>WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.</p> <p>Understanding Content on Hover or Focus</p> <p>How to Meet Content on Hover or Focus</p> <p>(Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> Dismissable: 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; 	<p>C.10.1.4.13 Content on hover or focus</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.</p> <p>Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.</p>			
10.2 Operable	---		
10.2.1 Keyboard accessible	---		
<p>10.2.1.1 Keyboard</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.1.1 Keyboard.</p> <p>WCAG 2.1 Success Criterion 2.1.1 Keyboard</p> <p>Understanding Keyboard</p> <p>How to Meet Keyboard</p> <p>(Level A)</p>	<p>C.10.2.1.1 Keyboard</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>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.</p> <p>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.1.2 No keyboard trap</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.3.</p> <p>Table 10.3: Document success criterion: No keyboard trap</p> <p>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.</p> <p>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</p>	<p>C.10.2.1.2 No keyboard trap</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.3.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>other success criteria) to meet this success criterion.</p> <p>NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting.</p> <p>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".</p> <p>WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</p> <p>Understanding No Keyboard Trap</p> <p>How to Meet No Keyboard Trap</p> <p>(Level A)</p>			
<p>10.2.1.4 Character key shortcuts</p> <p>Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts.</p> <p>WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</p> <p>Understanding Character Key Shortcuts</p> <p>How to Meet Character Key Shortcuts</p> <p>(Level A)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-</p>	<p>C.10.2.1.4 Character key shortcuts</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure:</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts.</p> <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> • 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. 	<p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.2 Enough time</p>	<p>---</p>		
<p>10.2.2.1 Timing adjustable</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.4.</p> <p>Table 10.4: Document success criterion: Timing adjustable</p> <p>For each time limit that is set by the document, at least one of the following is true:</p> <ul style="list-style-type: none"> • 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, 	<p>C.10.2.2.1 Timing adjustable</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.4.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>"press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</p> <p>Understanding Timing Adjustable</p> <p>How to Meet Timing Adjustable</p> <p>(Level A)</p>			
<p>10.2.2.2 Pause, stop, hide</p>	<p>C.10.2.2.2 Pause, stop, hide</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.5.</p> <p>Table 10.5: Document success criterion: Pause, stop, hide</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • 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. <p>NOTE 1: For requirements related to flickering or flashing content, refer to WCAG 2.1 Guideline 2.3.</p> <p>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</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.5.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>success criteria or not) to meet this success criterion.</p> <p>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.</p> <p>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.</p> <p>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".</p> <p>Guideline 2.3 Seizures and Physical Reactions</p> <p>Do not design content in a way that is known to cause seizures or physical reactions.</p> <p>WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</p> <p>Understanding Pause, Stop, Hide</p>			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
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	C.10.2.3.1 Three flashes or below threshold Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.6. Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Understanding Three Flashes or Below Threshold</p> <p>How to Meet Three Flashes or Below Threshold</p> <p>(Level A)</p>			
10.2.4 Navigable	---		
<p>10.2.4.2 Document titled</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.7.</p> <p>Table 10.7: Document success criterion: Document titled</p> <p>Documents have titles that describe topic or purpose.</p> <p>NOTE 1: The name of a document (e.g. document, media file) is a sufficient title if it describes the topic or purpose.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 2.4.2 Page Titled</p> <p>Understanding Page Titled</p> <p>How to Meet Page Titled</p> <p>(Level A)</p>	<p>C.10.2.4.2 Document titled</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.7.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.4.3 Focus Order</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.8.</p> <p>Table 10.8: Document success criterion: Focus order</p>	<p>C.10.2.4.3 Focus Order</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.3 Focus Order replacing "Web page" with "document".</p> <p>WCAG 2.1 Success Criterion 2.4.3 Focus Order</p> <p>Understanding Focus Order</p> <p>How to Meet Focus Order</p> <p>(Level A)</p>	<p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.8.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p>10.2.4.4 Link purpose (in context)</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context).</p> <p>WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</p> <p>Understanding Link Purpose (In Context)</p> <p>How to Meet Link Purpose (In Context)</p> <p>(Level A)</p> <p>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.</p>	<p>C.10.2.4.4 Link purpose (in context)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>10.2.4.6 Headings and labels</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.</p> <p>WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</p> <p>Understanding Headings and Labels</p> <p>How to Meet Headings and Labels</p> <p>(Level AA)</p> <p>Headings and labels describe topic or purpose</p>	<p>C.10.2.4.6 Headings and labels</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.4.7 Focus visible</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.7 Focus Visible.</p> <p>WCAG 2.1 Success Criterion 2.4.7 Focus Visible</p> <p>Understanding Focus Visible</p> <p>How to Meet Focus Visible</p> <p>(Level AA)</p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	<p>C.10.2.4.7 Focus visible</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.5 Input modalities</p>	<p>---</p>		
<p>10.2.5.1 Pointer gestures</p>	<p>C.10.2.5.1 Pointer gestures</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.9.</p> <p>Table 10.9: Document success criterion: Pointer gestures</p> <p>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.</p> <p>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).</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</p> <p>Understanding Pointer Gestures</p> <p>How to Meet Pointer Gestures</p> <p>(Level A)</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.9</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.5.2 Pointer cancellation</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.10.</p> <p>Table 10.10: Document success criterion: Pointer cancellation</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p>	<p>C.10.2.5.2 Pointer cancellation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. <p>NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>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).</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</p> <p>Understanding Pointer Cancellation</p> <p>How to Meet Pointer Cancellation</p> <p>(Level A)</p>	<p>1. Check that the document does not fail the success criterion in Table 10.10</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.5.3 Label in name</p> <p>Where ICT is a non-web document, it shall satisfy WCAG</p>	<p>C.10.2.5.3 Label in name</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>2.1 Success Criterion 2.5.3 Label in Name.</p> <p>WCAG 2.1 Success Criterion 2.5.3 Label in Name</p> <p>Understanding Label in Name</p> <p>How to Meet Label in Name</p> <p>(Level A)</p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> <p>Note: A best practice is to have the text of the label at the start of the name.</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.2.5.4 Motion actuation</p> <p>Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.</p> <p>WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</p> <p>Understanding Motion Actuation</p> <p>How to Meet Motion Actuation</p> <p>(Level A)</p> <p>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:</p> <ul style="list-style-type: none"> Supported Interface: The motion is used to operate functionality through an accessibility supported interface; 	<p>C.10.2.5.4 Motion actuation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> Essential: The motion is essential for the function and doing so would invalidate the activity. 			
10.3 Understandable	---		
10.3.1 Readable	---		
<p>10.3.1.1 Language of page</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.11.</p> <p>Table 10.11: Document success criterion: Language of page</p> <p>The default human language of each document can be programmatically determined.</p> <p>NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.1 Language of Page replacing "web page" with "document".</p> <p>WCAG 2.1 Success Criterion 3.1.1 Language of Page</p> <p>Understanding Language of Page</p> <p>How to Meet Language of Page</p> <p>(Level A)</p>	<p>C.10.3.1.1 Language of page</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.11.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.1.2 Language of parts</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.12.</p> <p>Table 10.12: Document success criterion: Language of parts</p> <p>The human language of each passage or phrase in the document can be programmatically determined except for proper names, technical terms, words of</p>	<p>C.10.3.1.2 Language of parts</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 3.1.2 Language of Parts</p> <p>Understanding Language of Parts</p> <p>How to Meet Language of Parts</p> <p>(Level AA)</p>	<p>1. Check that the document does not fail the Success Criterion in Table 10.12.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.2 Predictable</p>	<p>---</p>		
<p>10.3.2.1 On focus</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.2.1 On Focus.</p> <p>NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and</p>	<p>C.10.3.2.1 On focus</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>WCAG 2.1 Success Criterion 3.2.1 On Focus</p> <p>Understanding On Focus</p> <p>How to Meet On Focus</p> <p>(Level A)</p> <p>When any user interface component receives focus, it does not initiate a change of context.</p>	<p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.2.2 On input</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.2.2 On Input.</p> <p>WCAG 2.1 Success Criterion 3.2.2 On Input</p> <p>Understanding On Input</p> <p>How to Meet On Input</p> <p>(Level A)</p>	<p>C.10.3.2.2 On input</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p>	<p>1. Check that the document does not fail WCAG 2.1 Success Criterion 3.2.2 On Input.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.3 Input assistance</p>	<p>---</p>		
<p>10.3.3.1 Error identification</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.1 Error Identification.</p> <p>WCAG 2.1 Success Criterion 3.3.1 Error Identification</p> <p>Understanding Error Identification</p> <p>How to Meet Error Identification</p> <p>(Level A)</p> <p>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.</p>	<p>C.10.3.3.1 Error identification</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.3.2 Labels or instructions</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.</p> <p>WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</p> <p>Understanding Labels or Instructions</p> <p>How to Meet Labels or Instructions</p>	<p>C.10.3.3.2 Labels or instructions</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>(Level A)</p> <p>Labels or instructions are provided when content requires user input.</p>	<p>Criterion 3.3.2 Labels or Instructions.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.3.3 Error suggestion</p> <p>Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.</p> <p>WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</p> <p>Understanding Error Suggestion</p> <p>How to Meet Error Suggestion</p> <p>(Level AA)</p> <p>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.</p>	<p>C.10.3.3.3 Error suggestion</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion [4].</p> <p>Result:</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>10.3.3.4 Error prevention (legal, financial, data)</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.13.</p> <p>Table 10.13: Document success criterion: Error prevention (legal, financial, data)</p> <p>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</p>	<p>C.10.3.3.4 Error prevention (legal, financial, data)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.13.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>responses, at least one of the following is true:</p> <p>Reversible: Submissions are reversible.</p> <p>Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p> <p>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".</p> <p>WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</p> <p>Understanding Error Prevention (Legal, Financial, Data)</p> <p>How to Meet Error Prevention (Legal, Financial, Data)</p> <p>(Level AA)</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
10.4 Robust	---		
10.4.1 Compatible	---		
<p>10.4.1.1 Parsing</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.14.</p> <p>Table 10.14: Document success criterion: Parsing</p> <p>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</p>	<p>C.10.4.1.1 Parsing</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>	<p>1. Check that the document does not fail the Success Criterion in Table 10.14.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>user agent" with the addition of notes 2 and 3 above.</p> <p>WCAG 2.1 Success Criterion 4.1.1 Parsing</p> <p>Understanding Parsing</p> <p>How to Meet Parsing</p> <p>(Level A)</p>			
<p>10.4.1.2 Name, role, value</p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.15.</p> <p>Table 10.15: Document success criterion: Name, role, value</p> <p>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.</p> <p>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.</p> <p>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</p>	<p>C.10.4.1.2 Name, role, value</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.15.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>design and accessibility guidance for the document format.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</p> <p>Understanding Name, Role, Value</p> <p>How to Meet Name, Role, Value</p> <p>(Level A)</p>			
<p>10.5 Caption positioning</p> <p>Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media.</p>	<p>C.10.5 Caption positioning</p> <p>Clause 10.5 contains no requirements requiring test.</p>		
<p>10.6 Audio description timing</p> <p>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.</p>	<p>C.10.6 Audio description timing</p> <p>Clause 10.6 contains no requirements requiring test.</p>		
<p>11 Software</p>	<p>---</p>		
<p>11.0 General (informative)</p> <p>This clause provides requirements for:</p> <ul style="list-style-type: none"> • platform software; • software that provides a user interface including content that is in the software; • authoring tools; • software that operates as assistive technology. 	<p>C.11.0 General (informative)</p> <p>Clause 11.0 is advisory only and contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>NOTE 1: User agents are examples of software that provide a user interface.</p> <p>NOTE 2: The requirements for Web content, including software that is Web content, can be found in clause 9.</p> <p>NOTE 3: The requirements for documents, that may be presented by user agents, can be found in clause 10.</p> <p>NOTE 4: Although the accessibility of command line interfaces is not dealt with in the present document, accessibility may be achieved by context specific requirements, some of which may be found in clauses 5 or 11.</p> <p>Requirements in clauses 11.1 to 11.5 apply to software:</p> <ul style="list-style-type: none"> • that is not a web page; • not embedded in web pages nor used in the rendering or functioning of the page. <p>Clause 9 provides requirements for software that is in web pages or that is embedded in web pages and that is used in the rendering or that is intended to be rendered together with the web page in which it is embedded.</p> <p>Some requirements in clauses 11.1 to 11.5 have different versions for open or closed functionality. In those cases, the corresponding clause will be divided into two subclauses.</p> <p>The success criteria set out in clauses 11.1 to 11.5 are intended to harmonize with the W3C Working Group Note [i.26]</p>			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>produced by the W3C's WCAG2ICT Task Force.</p> <p>NOTE 5: Software that provides a user interface includes its own content. Some examples of content in software include: the controls and text displayed in a menu bar of a graphical user interface application, images that appear in a toolbar, prompts spoken in an auditory user interface, other user interaction controls, and other text, graphics or material that is not loaded from outside the software.</p>			
11.1 Perceivable	---		
11.1.1 Text alternatives	---		
11.1.1.1 Non-text content	---		
<p>11.1.1.1.1 Non-text content (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text Content.</p> <p>NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate.</p> <p>WCAG 2.1 Success Criterion 1.1.1 Non-text Content</p> <p>Understanding Non-text Content</p> <p>How to Meet Non-text Content</p> <p>(Level A)</p> <p>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.</p>	<p>C.11.1.1.1 Non-text content (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text Content. <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. 			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. 			
<p>11.1.1.1.2 Non-text content (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.6 (Speech output for non-text content).</p>	<p>C.11.1.1.1.2 Non-text content (closed functionality)</p> <p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Non-text content is presented to users via speech output. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that speech output is provided as an alternative for non-text content. 2. Check that the non-text content is not pure decoration. 3. Check that the non-text content is not used only for visual formatting. 4. Check that the speech output follows the guidance for "text alternative" described in WCAG 2.1 Success Criterion 1.1.1 Non-text Content. <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	Pass: Check (1 and 2 and 3 and 4 are true) or (1 and 2 are false) or (1 and 3 are false) Fail: Checks (1 true and 2 false) or (1 true and 3 false) or (1 and 2 and 3 are true and 4 is false)		
11.1.2 Time-based media	---		
11.1.2.1 Audio-only and video-only (prerecorded)	---		
<p>11.1.2.1.1 Audio-only and video-only (prerecorded - open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading and where pre-recorded auditory information is not needed to enable the use of closed functions of ICT, it shall satisfy the WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded).</p> <p>NOTE: The alternative can be provided directly in the software - or provided in an alternate version that meets the success criterion.</p> <p>Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</p> <p>Understanding Audio-only and Video-only (Prerecorded)</p> <p>How to Meet Audio-only and Video-only (Prerecorded)</p> <p>(Level A)</p> <p>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:</p>	<p>C.11.1.2.1.1 Audio-only and video-only (prerecorded - open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. 3. Pre-recorded auditory information is not needed to enable the use of closed functions of ICT. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> 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 			
11.1.2.1.2 Audio-only and video-only (prerecorded - closed functionality)	---		
<p>11.1.2.1.2.1 Prerecorded audio-only (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the functionality of software that provides a user interface shall meet requirement 5.1.5 (Visual output for auditory information).</p>	<p>C.11.1.2.1.2.1 Prerecorded audio-only (closed functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> ICT is non-web software that provides a user interface. The user interface is closed to assistive technologies for screen reading. Pre-recorded auditory information is needed to enable the use of closed functions of ICT. <p>Procedure</p> <ol style="list-style-type: none"> Check that the visual information is equivalent to the pre-recorded auditory output. <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	Pass: Check 1 is true Fail: Check 1 is false		
<p>11.1.2.1.2.2 Prerecorded video-only (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information).</p>	<p>C.11.1.2.1.2.2 Prerecorded video-only (closed functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Pre-recorded video content is needed to enable the use of closed functions of ICT. 4. Speech output is provided as non-visual access to non-text content displayed on closed functionality. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the speech output presents equivalent information for the pre-recorded video content. <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.2.2 Captions (prerecorded)</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).</p>	<p>C.11.1.2.2 Captions (prerecorded)</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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".</p> <p>WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</p> <p>Understanding Captions (Prerecorded)</p> <p>How to Meet Captions (Prerecorded)</p> <p>(Level A)</p> <p>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.</p>	<p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.2.3 Audio description or media alternative (prerecorded)</p>	<p>---</p>		
<p>11.1.2.3.1 Audio description or media alternative (prerecorded - open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).</p>	<p>C.11.1.2.3.1 Audio description or media alternative (prerecorded - open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "also called 'video description' and 'descriptive narration'".</p> <p>NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose.</p> <p>WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</p> <p>Understanding Audio Description or Media Alternative (Prerecorded)</p> <p>How to Meet Audio Description or Media Alternative (Prerecorded)</p> <p>(Level A)</p> <p>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.</p>	<p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to assistive technologies for screen reading.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.2.3.2 Audio description or media alternative (prerecorded - closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information).</p>	<p>C.11.1.2.3.2 Audio description or media alternative (prerecorded - closed functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. ICT is non-web software that provides a user interface.</p> <p>2. The user interface is closed to assistive technologies for screen reading.</p> <p>3. Speech output is provided as non-visual access to non-text</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>content displayed on closed functionality.</p> <p>Procedure</p> <p>1. Check that the speech output presents equivalent information for the pre-recorded video content.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.2.4 Captions (live)</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.4 Captions (Live).</p> <p>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".</p> <p>WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</p> <p>Understanding Captions (Live)</p> <p>How to Meet Captions (Live)</p> <p>(Level AA)</p>	<p>C.11.1.2.4 Captions (live)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Captions are provided for all live audio content in synchronized media.</p>			
<p>11.1.2.5 Audio description (prerecorded)</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</p> <p>NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'".</p> <p>NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose.</p> <p>WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</p> <p>Understanding Audio Description (Prerecorded)</p> <p>How to Meet Audio Description (Prerecorded)</p> <p>(Level AA)</p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	<p>C.11.1.2.5 Audio description (prerecorded)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.3 Adaptable</p>	<p>---</p>		
<p>11.1.3.1 Info and relationships</p>	<p>---</p>		
<p>11.1.3.1.1 Info and relationships (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.</p>	<p>C.11.1.3.1.1 Info and relationships (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>NOTE: In software, programmatic determinability is best achieved through the use of accessibility services provided by platform software to enable interoperability between software and assistive technologies and accessibility features of software. (see clause 11.5 Interoperability with assistive technology).</p> <p>WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</p> <p>Understanding Info and Relationships</p> <p>How to Meet Info and Relationships</p> <p>(Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	<p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to assistive technologies for screen reading.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.3.1.2 Info and relationships (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen.</p> <p>NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information</p>	<p>C.11.1.3.1.2 Info and relationships (closed functionality)</p> <p>This clause is informative only and contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>that is visible on the screen at any point in time.</p> <p>NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.</p>			
<p>11.1.3.2 Meaningful sequence</p>	<p>---</p>		
<p>11.1.3.2.1 Meaningful sequence (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.</p> <p>WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</p> <p>Understanding Meaningful Sequence</p> <p>How to Meet Meaningful Sequence</p> <p>(Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	<p>C.11.1.3.2.1 Meaningful sequence (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to assistive technologies for screen reading.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.3.2.2 Meaningful sequence (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to</p>	<p>C.11.1.3.2.2 Meaningful sequence (closed functionality)</p> <p>This clause is informative only and contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>correlate the audio with the information displayed on the screen.</p> <p>NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time.</p> <p>NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.</p>			
<p>11.1.3.3 Sensory characteristics</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>Success Criterion 1.3.3 Sensory Characteristics</p> <p>Understanding Sensory Characteristics</p> <p>How to Meet Sensory Characteristics</p> <p>(Level A)</p> <p>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.</p>	<p>C.11.1.3.3 Sensory characteristics</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>11.1.3.4 Orientation</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.4 Orientation.</p> <p>WCAG 2.1 Success Criterion 1.3.4 Orientation</p> <p>Understanding Orientation</p> <p>How to Meet Orientation</p> <p>(Level AA)</p> <p>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.</p> <p>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.</p>	<p>C.11.1.3.4 Orientation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.3.5 Identify input purpose</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.</p> <p>WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</p> <p>Understanding Identify Input Purpose</p> <p>How to Meet Identify Input Purpose</p> <p>(Level AA)</p>	<p>C.11.1.3.5 Identify input purpose</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> 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. 	<p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
11.1.4 Distinguishable	---		
<p>11.1.4.1 Use of colour</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p> <p>WCAG 2.1 Success Criterion 1.4.1 Use of Color</p> <p>Understanding Use of Color</p> <p>How to Meet Use of Color</p> <p>(Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>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.</p>	<p>C.11.1.4.1 Use of colour</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
11.1.4.2 Audio control	C.11.1.4.2 Audio control		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.1.</p> <p>Table 11.1: Software success criterion: Audio control</p> <p>If any audio in a software 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.</p> <p>NOTE 1: Since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software, all content in the software (whether or not it is used to meet other success criteria) shall meet this success criterion.</p> <p>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 software", "any content" with "any part of a software", "whole page" with "whole software", "on the Web page" with "in the software", removing "See Conformance Requirement 5: Non-Interference" and adding note 1.</p> <p>WCAG 2.1 Success Criterion 1.4.2 Audio Control</p> <p>Understanding Audio Control</p> <p>How to Meet Audio Control</p> <p>(Level A)</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.1.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.4.3 Contrast (minimum)</p> <p>Where ICT is non-web software that provides a user interface, it</p>	<p>C.11.1.4.3 Contrast (minimum)</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>shall satisfy the WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).</p> <p>WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</p> <p>Understanding Contrast (Minimum)</p> <p>How to Meet Contrast (Minimum)</p> <p>(Level AA)</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • 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. 	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
11.1.4.4 Resize text	---		
<p>11.1.4.4.1 Resize text (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to enlargement features of platform or assistive technology, it shall satisfy the WCAG 2.1 Success Criterion 1.4.4 Resize Text.</p>	<p>C.11.1.4.4.1 Resize text (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 1.4.4 Resize text</p> <p>Understanding Resize text</p> <p>How to Meet Resize text</p> <p>(Level AA)</p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	<p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to enlargement features of platform or assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.4.4.2 Resize text (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement).</p> <p>NOTE: Because the text rendering support in a closed environment may be more limited than the</p>	<p>C.11.1.4.4.2 Resize text (closed functionality)</p> <p>Type of assessment</p> <p>Inspection and measurement</p> <p>Pre-conditions</p> <p>1. ICT is non-web software that provides a user interface.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>support found in user agents for the Web, meeting 11.1.4.4.2 in a closed environment may place a much heavier burden on the content author.</p>	<p>2. The user interface is closed to enlargement features of platform or assistive technology.</p> <p>3. A viewing distance is specified by the supplier.</p> <p>Procedure</p> <p>1. Measure the height of a capital letter H.</p> <p>2. Check that it subtends an angle of at least 0,7 degrees at the specified viewing distance.</p> <p>Result</p> <p>Pass: Check 2 is true</p> <p>Fail: Check 2 is false</p>		
<p>11.1.4.5 Images of text</p>	<p>---</p>		
<p>11.1.4.5.1 Images of text (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p> <p>Criterion 1.4.5 Images of Text.</p> <p>Understanding Images of Text</p> <p>How to Meet Images of Text</p> <p>(Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> • Customizable: The image of text can be visually 	<p>C.11.1.4.5.1 Images of text (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to assistive technologies for screen reading.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>customized to the user's requirements;</p> <ul style="list-style-type: none"> Essential: A particular presentation of text is essential to the information being conveyed. <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>			
<p>11.1.4.5.2 Images of text (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it does not need to meet the WCAG 2.1 Success Criterion 1.4.5 Images of Text because there is no need to impose a requirement on all closed functionality that text displayed on the screen actually be represented internally as text (as defined by WCAG 2.1), given that there is no interoperability with assistive technology.</p> <p>Criterion 1.4.5 Images of Text.</p> <p>Understanding Images of Text</p> <p>How to Meet Images of Text</p> <p>(Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the 	<p>C.11.1.4.5.2 Images of text (closed functionality)</p> <p>This clause is informative only and contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>information being conveyed.</p> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>			
11.1.4.10 Reflow	---		
<p>11.1.4.10.1 Reflow (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the success criterion in Table 11.2.</p> <p>Table 11.2: Document success criterion: Reflow (open functionality)</p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels; <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For non-web software which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024 px at 400% zoom.</p> <p>NOTE 2: Examples of content which require two-dimensional layout are images, maps,</p>	<p>C.11.1.4.10.1 Reflow (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the software does not fail the Success Criterion in Table 11.2 <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 1.4.10 Reflow</p> <p>Understanding Reflow</p> <p>How to Meet Reflow</p> <p>(Level AA)</p>			
<p>11.1.4.10.2 Reflow (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement).</p>	<p>C.11.1.4.10.2 Reflow (closed functionality)</p> <p>Type of assessment</p> <p>Inspection and measurement</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. A functionality of the ICT is closed to enlargement features of platform or assistive technology. 3. A viewing distance is specified by the supplier. <p>Procedure</p> <ol style="list-style-type: none"> 1. Measure the height of a capital letter H. 2. Check that it subtends an angle of at least 0,7 degrees at the specified viewing distance. <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	Pass: Check 2 is true Fail: Check 2 is false		
<p>11.1.4.11 Non-text contrast</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</p> <p>WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</p> <p>Understanding Non-text Contrast</p> <p>How to Meet Non-text Contrast</p> <p>(Level AA)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> • 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. 	<p>C.11.1.4.11 Non-text contrast</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the software does not fail the Success Criterion WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.4.12 Text spacing</p> <p>Where ICT is non-web software that provides a user interface and that does not have a fixed size content layout area that is essential to the information being</p>	<p>C.11.1.4.12 Text spacing</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>conveyed, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing.</p> <p>WCAG 2.1 Success Criterion 1.4.12 Text spacing</p> <p>Understanding Text Spacing</p> <p>How to Meet Text Spacing</p> <p>(Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>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.</p>	<p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the software does not fail the Success Criterion WCAG 2.1 Success Criterion 1.4.12 Text spacing. <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.1.4.13 Content on hover or focus</p> <p>Where ICT is a non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus.</p>	<p>C.11.1.4.13 Content on hover or focus</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</p> <p>Understanding Content on Hover or Focus</p> <p>How to Meet Content on Hover or Focus</p> <p>(Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> Dismissable: 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. <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note: Examples of additional content controlled by the user agent include browser tooltips</p>	<p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>created through use of the HTML title attribute.</p> <p>Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.</p>			
11.2 Operable	---		
11.2.1 Keyboard accessible	---		
11.2.1.1 Keyboard	---		
<p>11.2.1.1.1 Keyboard (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to keyboards or a keyboard interface, it shall satisfy the WCAG 2.1 Success Criterion 2.1.1 Keyboard.</p> <p>NOTE: This does not imply that software is required to directly support a keyboard or "keyboard interface". Nor does it imply that software is required to provide a soft keyboard. Underlying platform software may provide device independent input services to applications that enable operation via a keyboard. Software that supports operation via such platform device independent services would be operable by a keyboard and would comply.</p> <p>WCAG 2.1 Success Criterion 2.1.1 Keyboard</p> <p>Understanding Keyboard</p> <p>How to Meet Keyboard</p> <p>(Level A)</p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying</p>	<p>C.11.2.1.1.1 Keyboard (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to keyboards or a keyboard interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p>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.</p> <p>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>			
<p>11.2.1.1.2 Keyboard (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality).</p>	<p>C.11.2.1.1.2 Keyboard (closed functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. ICT is non-web software that provides a user interface.</p> <p>2. The user interface is closed to keyboards or keyboard interfaces.</p> <p>Procedure</p> <p>1. Check that all functionality of the user interface is operable without vision.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.1.2 No keyboard trap</p> <p>Where ICT is non-web software that provides a user interface, it</p>	<p>C.11.2.1.2 No keyboard trap</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>shall satisfy the success criterion in Table 11.3.</p> <p>Table 11.3: Software success criterion: No keyboard trap</p> <p>If keyboard focus can be moved to a component of the software 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.</p> <p>NOTE 1: Since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software, it is necessary for all content in the software (whether or not it is used to meet other success criteria) to meet this success criterion.</p> <p>NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting.</p> <p>NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap replacing "content", "page" and "Web page" with "software", 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 "shall".</p> <p>WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</p> <p>Understanding No Keyboard Trap</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.3.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
How to Meet No Keyboard Trap (Level A)			
11.2.1.4 Character key shortcuts	---		
11.2.1.4.1 Character key shortcuts (open functionality) Where ICT is non-web software that provides a user interface, 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: <ul style="list-style-type: none"> • 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. 	C.11.2.1.4.1 Character key shortcuts (open functionality) Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts . Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>11.2.1.4.2 Character key shortcuts (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality).</p>	<p>C.11.2.1.4.2 Character key shortcuts (closed functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. ICT functionality is closed to keyboards or keyboard interfaces.</p> <p>Procedure</p> <p>1. Check that all functionality is operable without vision.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.2 Enough time</p>	<p>---</p>		
<p>11.2.2.1 Timing adjustable</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.4.</p> <p>Table 11.4: Software success criterion: Timing adjustable</p> <p>For each time limit that is set by the software, at least one of the following is true:</p> <ul style="list-style-type: none"> • 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 	<p>C.11.2.2.1 Timing adjustable</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.4.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> • 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. <p>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.</p> <p>NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable replacing "the content" with "software" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above.</p> <p>WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</p> <p>Understanding Timing Adjustable</p> <p>How to Meet Timing Adjustable</p>			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
(Level A)			
<p>11.2.2.2 Pause, stop, hide</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.5.</p> <p>Table 11.5: Software success criterion: Pause, stop, hide</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • 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. <p>NOTE 1: For requirements related to flickering or flashing content, refer to WCAG 2.1 Guideline 2.3.</p> <p>NOTE 2: This success criteria is applicable to all content in the software (whether or not there is an alternate accessible mode of</p>	<p>C.11.2.2.2 Pause, stop, hide</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.5.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>operation of the software) since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software (including a user interface element that enables the user to activate the alternate accessible mode of operation).</p> <p>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.</p> <p>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.</p> <p>NOTE 5: This is to be applied to all content. Any content, whether informative or decorative, that is updated automatically, blinks, or moves may create an accessibility barrier.</p> <p>NOTE 6: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide replacing "page" and "Web page" with "software", 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, with note 2 above re-drafted to avoid the use of the</p>			

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>word "must" and with the addition of note 5 above.</p> <p>WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</p> <p>Understanding Pause, Stop, Hide</p> <p>How to Meet Pause, Stop, Hide</p> <p>(Level A)</p>			
<p>11.2.3 Seizures and physical reactions</p>	---		
<p>11.2.3.1 Three flashes or below threshold</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.6.</p> <p>Table 11.6: Software success criterion: Three flashes or below threshold</p> <p>Software does 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.</p> <p>NOTE 1: This success criteria is applicable to all content in the software (whether or not there is an alternate accessible mode of operation of the software) since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software (including a user interface element that enables the user to activate the alternate accessible mode of operation).</p> <p>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</p>	<p>C.11.2.3.1 Three flashes or below threshold</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.6.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>"software", "the whole page" with "the whole software", "the Web page" with "the software" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must".</p> <p>WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</p> <p>Understanding Three Flashes or Below Threshold</p> <p>How to Meet Three Flashes or Below Threshold</p> <p>(Level A)</p>			
<p>11.2.4 Navigable</p>	<p>---</p>		
<p>11.2.4.3 Focus order</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.7.</p> <p>Table 11.7: Software success criterion: Focus order</p> <p>If software can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p> <p>NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.3 Focus order replacing "Web page" with "software".</p> <p>WCAG 2.1 Success Criterion 2.4.3 Focus Order</p> <p>Understanding Focus Order</p>	<p>C.11.2.4.3 Focus order</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.7.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
How to Meet Focus Order (Level A)			
<p>11.2.4.4 Link purpose (in context)</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context).</p> <p>WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</p> <p>Understanding Link Purpose (In Context)</p> <p>How to Meet Link Purpose (In Context)</p> <p>(Level A)</p> <p>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.</p>	<p>C.11.2.4.4 Link purpose (in context)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.4.6 Headings and labels</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.</p> <p>NOTE: In software, headings and labels are used to describe sections of content and controls respectively. In some cases it may be unclear whether a piece of static text is a heading or a label. But whether treated as a label or a heading, the requirement is the same: that if they are present they describe the topic or purpose of</p>	<p>C.11.2.4.6 Headings and labels</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>the item(s) they are associated with.</p> <p>WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</p> <p>Understanding Headings and Labels</p> <p>How to Meet Headings and Labels</p> <p>(Level AA)</p> <p>Headings and labels describe topic or purpose.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.4.7 Focus visible</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 2.4.7 Focus Visible.</p> <p>WCAG 2.1 Success Criterion 2.4.7 Focus Visible</p> <p>Understanding Focus Visible</p> <p>How to Meet Focus Visible</p> <p>(Level AA)</p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	<p>C.11.2.4.7 Focus visible</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.5 Input modalities</p>	<p>---</p>		
<p>11.2.5.1 Pointer gestures</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.8.</p> <p>Table 11.8: Software success criterion: Pointer gestures</p>	<p>C.11.2.5.1 Pointer gestures</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p> <p>NOTE 1: This requirement applies to non-web software that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</p> <p>Understanding Pointer Gestures</p> <p>How to Meet Pointer Gestures</p> <p>(Level A)</p>	<p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.8.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.5.2 Pointer cancellation</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.9.</p> <p>Table 11.9: Software success criterion: Pointer cancellation</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> 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 	<p>C.11.2.5.2 Pointer cancellation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.9.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>abort the function before completion or to undo the function after completion;</p> <ul style="list-style-type: none"> Up Reversal: The up-event reverses any outcome of the preceding down-event; Essential: Completing the function on the down-event is essential. <p>NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>NOTE 2: This requirement applies to non-web software that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</p> <p>Understanding Pointer Cancellation</p> <p>How to Meet Pointer Cancellation</p> <p>(Level A)</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.5.3 Label in name</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name.</p> <p>WCAG 2.1 Success Criterion 2.5.3 Label in Name</p> <p>Understanding Label in Name</p>	<p>C.11.2.5.3 Label in name</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>How to Meet Label in Name</p> <p>(Level A)</p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> <p>Note: A best practice is to have the text of the label at the start of the name.</p>	<p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.2.5.4 Motion actuation</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.</p> <p>WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</p> <p>Understanding Motion Actuation</p> <p>How to Meet Motion Actuation</p> <p>(Level A)</p> <p>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:</p> <ul style="list-style-type: none"> 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. 	<p>C.11.2.5.4 Motion actuation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.3 Understandable</p>	<p>---</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
11.3.1 Readable	---		
11.3.1.1 Language of software	---		
<p>11.3.1.1.1 Language of software (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the success criterion in Table 11.10.</p> <p>Table 11.10: Software success criterion: Language of software</p> <p>The default human language of software can be programmatically determined.</p> <p>NOTE 1: Where software platforms provide a "locale / language" setting, applications that use that setting and render their interface in that "locale / language" would comply with this success criterion. Applications that do not use the platform "locale / language" setting but instead use an accessibility-supported method for exposing the human language of the software would also comply with this success criterion. Applications implemented in technologies where assistive technologies cannot determine the human language and that do not support the platform "locale / language" setting may not be able to meet this success criterion in that locale / language.</p> <p>NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.1 Language of page, replacing "each web page" with "software" and with the addition of note 1 above.</p>	<p>C.11.3.1.1.1 Language of software (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to assistive technologies for screen reading.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.10.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>WCAG 2.1 Success Criterion 3.1.1 Language of Page</p> <p>Understanding Language of Page</p> <p>How to Meet Language of Page</p> <p>(Level A)</p>			
<p>11.3.1.1.2 Language of software (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.14 (Spoken languages).</p>	<p>C.11.3.1.1.2 Language of software (closed functionality)</p> <p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. The speech output is provided as non-visual access to closed functionality. 4. The speech output is not proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. 5. The content is not generated externally and is under the control of the ICT vendor. 6. The displayed languages can be selected using non-visual access. 7. The user has not selected a speech language that is different from the language of the displayed content. <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>1. Check that the speech output is in the same human language of the displayed content provided.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
11.3.2 Predictable	---		
<p>11.3.2.1 On focus</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.2.1 On Focus.</p> <p>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.</p> <p>WCAG 2.1 Success Criterion 3.2.1 On Focus</p> <p>Understanding On Focus</p> <p>How to Meet On Focus</p>	<p>C.11.3.2.1 On focus</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>(Level A)</p> <p>When any user interface component receives focus, it does not initiate a change of context.</p>			
<p>11.3.2.2 On input</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.2.2 On Input.</p> <p>Understanding On Input</p> <p>How to Meet On Input</p> <p>(Level A)</p> <p>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.</p>	<p>C.11.3.2.2 On input</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 3.2.2 On Input.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.3.3 Input assistance</p>	---		
<p>11.3.3.1 Error identification</p>	---		
<p>11.3.3.1.1 Error identification (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 3.3.1 Error Identification.</p> <p>Understanding Error Identification</p> <p>How to Meet Error Identification</p> <p>(Level A)</p>	<p>C.11.3.3.1.1 Error identification (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to assistive technologies for screen reading.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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.</p>	<p>1. Check that the software does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.3.3.1.2 Error Identification (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.15 (Non-visual error identification).</p>	<p>C.11.3.3.1.2 Error Identification (closed functionality)</p> <p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <p>1. ICT is non-web software that provides a user interface.</p> <p>2. The user interface is closed to assistive technologies for screen reading.</p> <p>3. Speech output is provided as non-visual access to closed functionality.</p> <p>4. An input error is automatically detected.</p> <p>Procedure</p> <p>1. Check that speech output identifies the item that is in error.</p> <p>2. Check that the speech output describes the item that is in error.</p> <p>Result</p> <p>Pass: Checks 1 and 2 are true</p> <p>Fail: Check 1 or check 2 false</p>		
<p>11.3.3.2 Labels or instructions</p> <p>Where ICT is non-web software that provides a user interface, it</p>	<p>C.11.3.3.2 Labels or instructions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>shall satisfy the WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.</p> <p>WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</p> <p>Understanding Labels or Instructions</p> <p>How to Meet Labels or Instructions</p> <p>(Level A)</p> <p>Labels or instructions are provided when content requires user input.</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.3.3.3 Error suggestion</p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.</p> <p>WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</p> <p>Understanding Error Suggestion</p> <p>How to Meet Error Suggestion</p> <p>(Level AA)</p> <p>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.</p>	<p>C.11.3.3.3 Error suggestion</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail WCAG 2.1 Success Criterion WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.3.3.4 Error prevention (legal, financial, data)</p> <p>Where ICT is non-web software that provides a user interface, it</p>	<p>C.11.3.3.4 Error prevention (legal, financial, data)</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>shall satisfy the success criterion in Table 11.11.</p> <p>Table 11.11: Software success criterion: Error prevention (legal, financial, data)</p> <p>For software 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:</p> <p>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.</p> <p>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 "software".</p> <p>WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</p> <p>Understanding Error Prevention (Legal, Financial, Data)</p> <p>How to Meet Error Prevention (Legal, Financial, Data)</p> <p>(Level AA)</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.11.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
11.4 Robust	---		
11.4.1 Compatible	---		
11.4.1.1 Parsing	---		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>11.4.1.1.1 Parsing (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the success criterion in Table 11.12.</p> <p>Table 11.12: Software success criterion: Parsing</p> <p>For software that uses 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.</p> <p>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.</p> <p>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.</p> <p>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)</p>	<p>C.11.4.1.1.1 Parsing (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.12.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats.</p> <p>NOTE 4: Examples of markup used internally for persistence of the software user interface that are never exposed to assistive technology include but are not limited to: XUL, GladeXML, and FXML. In these examples assistive technology only interacts with the user interface of generated software.</p> <p>NOTE 5: 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 software that uses 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, 3 and 4 above.</p> <p>WCAG 2.1 Success Criterion 4.1.1 Parsing</p> <p>Understanding Parsing</p> <p>How to Meet Parsing</p> <p>(Level A)</p>			
<p>11.4.1.1.2 Parsing (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to all assistive technology it shall not have to meet the "Parsing" success criterion in Table 11.10 because the intent of this success criterion is to provide consistency so that different user agents or assistive</p>	<p>C.11.4.1.1.2 Parsing (closed functionality)</p> <p>Clause 11.4.1.1.2 contains no requirements requiring test.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
technologies will yield the same result.			
11.4.1.2 Name, role, value	---		
<p>11.4.1.2.1 Name, role, value (open functionality)</p> <p>Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the success criterion in Table 11.13.</p> <p>Table 11.13: Software success criterion: Name, role, value</p> <p>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.</p> <p>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.</p> <p>NOTE 2: For conforming to this success criterion, it is usually best practice for software user interfaces to use the accessibility services provided by platform software. These accessibility services enable interoperability between software user interfaces and both assistive technologies and accessibility features of software in standardised ways. Most platform accessibility services go beyond programmatic</p>	<p>C.11.4.1.2.1 Name, role, value (open functionality)</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is non-web software that provides a user interface.</p> <p>2. The software provides support to at least one assistive technology.</p> <p>Procedure</p> <p>1. Check that the software does not fail the Success Criterion in Table 11.13.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>exposure of name and role, and programmatic setting of states, properties and values (and notification of same), and specify additional information that could or should be exposed and / or set (for instance, a list of the available actions for a given user interface component, and a means to programmatically execute one of the listed actions).</p> <p>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: "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." and the addition of note 2 above.</p> <p>WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</p> <p>Understanding Name, Role, Value</p> <p>How to Meet Name, Role, Value</p> <p>(Level A)</p>			
<p>11.4.1.2.2 Name, role, value (closed functionality)</p> <p>Where ICT is non-web software that provides a user interface which is closed to all assistive technology it shall not have to meet the "Name, role, value" success criterion in Table 11.11 because this success criterion requires information in a programmatically determinable form.</p>	<p>C.11.4.1.2.2 Name, role, value (closed functionality)</p> <p>Clause 11.4.1.2.2 contains no requirements requiring test.</p>		
<p>11.5 Interoperability with assistive technology</p>	<p>---</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>11.5.1 Closed functionality</p> <p>Where the closed functionality of software conforms to clause 5.1 (Closed functionality) it shall not be required to conform with clause 11.5.2 to clause 11.5.2.17.</p>	<p>C.11.5.1 Closed functionality</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software has closed functionality.</p> <p>Procedure</p> <p>1. Check that the closed functionality conforms to clause 5.1.</p> <p>Result</p> <p>If check 1 is true, the software is not required to conform to clauses 11.5.2 to 11.5.17</p> <p>If check 1 is false the software is required to conform to clauses 11.5.2 to 11.5.17</p>		
<p>11.5.2 Accessibility services</p>	<p>---</p>		
<p>11.5.2.1 Platform accessibility service support for software that provides a user interface</p> <p>Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to interoperate with assistive technology.</p> <p>Platform software should support requirements 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and</p>	<p>C.11.5.2.1 Platform accessibility service support for software that provides a user interface</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software evaluated is platform software.</p> <p>Procedure</p> <p>1. Check that the platform software documentation includes information about platform services that may be used by software that provides a user</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste.</p> <p>NOTE 1: These define the minimum functionality of software providing user interfaces when using platform services.</p> <p>NOTE 2: In some platforms these services may be called accessibility services, but in some other platforms these services may be provided as part of the user interface services.</p> <p>NOTE 3: User interface services that provide accessibility support by default are considered to be part of the services provided to conform to this clause (e.g. the service for creating a new user interface element provides role, state, boundary, name and description).</p> <p>NOTE 4: To comply with this requirement the platform software can provide its own set of services or expose the services provided by its underlying platform layers, if those services conform to this requirement.</p> <p>NOTE 5: Within specific programming environments, the technical attributes associated with the user interface properties described in clauses 11.5.2.5 to 11.5.2.17 might have different names than those used within the clauses.</p>	<p>interface to interoperate with assistive technology.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.5.2.2 Platform accessibility service support for assistive technologies</p> <p>Platform software shall provide a set of documented platform accessibility services that enable assistive technology to</p>	<p>C.11.5.2.2 Platform accessibility service support for assistive technologies</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>interoperate with software that provides a user interface running on the platform software.</p> <p>Platform software should support the requirements of clauses 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste.</p> <p>NOTE 1: These define the minimum functionality available to assistive technologies when using platform services.</p> <p>NOTE 2: The definition of platform in clause 3.1 applies to software that provides services to other software, including but not limited to, operating systems, web browsers, virtual machines.</p> <p>NOTE 3: In some platforms these services may be called accessibility services, but in some other platforms these services may be provided as part of the user interface services.</p> <p>NOTE 4: Typically these services belong to the same set of services that are described in clause 11.5.2.1.</p> <p>NOTE 5: To comply with this requirement the platform software can provide its own set of services or expose the services provided by its underlying platform layers, if those services conform to this requirement.</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The software evaluated is platform software.</p> <p>Procedure</p> <p>1. Check that the platform software documentation includes information about platform accessibility services that enables assistive technology to interoperate with software that provides a user interface running on the platform software.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>11.5.2.3 Use of accessibility services</p> <p>Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology.</p> <p>NOTE: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2.</p> <p>It is best practice to develop software using toolkits that automatically implement the underlying platform accessibility services.</p>	<p>C.11.5.2.3 Use of accessibility services</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p> <p>Procedure</p> <p>1. Check that the software uses the applicable documented platform accessibility services.</p> <p>2. Check that the software can meet the applicable requirements 11.5.2.5 to 11.5.2.17 whilst using the documented platform accessibility services.</p> <p>3. Check that the software can meet requirements 11.5.2.5 to 11.5.2.17 whilst using the documented platform accessibility services and other documented services.</p> <p>Result</p> <p>Pass: Check 1 is true and check 2 or check 3 is true</p> <p>Fail: Check 1 or check 3 is false</p>		
<p>11.5.2.5 Object information</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.</p>	<p>C.11.5.2.5 Object information</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the user interface element's role is programmatically determinable by assistive technologies. 2. Check that the user interface element's state(s) is programmatically determinable by assistive technologies. 3. Check that the user interface element's boundary is programmatically determinable by assistive technologies. 4. Check that the user interface element's name is programmatically determinable by assistive technologies. 5. Check that the user interface element's description is programmatically determinable by assistive technologies. <p>Result</p> <p>Pass: Checks 1, 2, 3, 4 and 5 are true</p> <p>Fail: Check 1 or 2 or 3 or 4 or 5 is false</p>		
<p>11.5.2.6 Row, column, and headers</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.</p>	<p>C.11.5.2.6 Row, column, and headers</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There are data tables in the user interface. 		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>Procedure</p> <ol style="list-style-type: none"> 1. Select a data table in which the tests are to be performed. 2. Check that each cell's row is programmatically determinable by assistive technologies. 3. Check that each cell's column is programmatically determinable by assistive technologies. 4. Check that each cell's row header, if the row header exists, is programmatically determinable by assistive technologies. 5. Check that each cell's column header, if the column header exists, is programmatically determinable by assistive technologies. <p>Result</p> <p>Pass: Checks 2, 3, 4 and 5 are true</p> <p>Fail: Check 2 or 3 or 4 or 5 is false</p>		
<p>11.5.2.7 Values</p> <p>Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.</p>	<p>C.11.5.2.7 Values</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that can have values. <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>1. Select a user interface element that can have a value.</p> <p>2. Check that the current value is programmatically determinable by assistive technologies.</p> <p>3. If the user interface element conveys information about a range of values, check that the minimum value is programmatically determinable by assistive technologies.</p> <p>4. If the user interface element conveys information about a range of values, check that the maximum value is programmatically determinable by assistive technologies.</p> <p>Result</p> <p>Pass: Checks 2, 3 and 4 are true</p> <p>Fail: Check 2 or 3 or 4 is false</p>		
<p>11.5.2.8 Label relationships</p> <p>Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies.</p>	<p>C.11.5.2.8 Label relationships</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p> <p>2. There are user interface elements that are labels of other user interface elements.</p> <p>Procedure</p> <p>1. Obtain the information of each user interface element.</p> <p>2. Check that the user interface element's information includes the relationship with the user</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>interface element that is its label, if the current user interface element has a label, and that this relationship is programmatically determinable by assistive technologies.</p> <p>3. Check that the user interface element's information includes the relationship with the user interface element that it is labelling, if the current user interface element is a label, and that this relationship is programmatically determinable by assistive technologies.</p> <p>Result</p> <p>Pass: Checks 2 or 3 are true</p> <p>Fail: Check 2 and 3 are false</p>		
<p>11.5.2.9 Parent-child relationships</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.</p>	<p>C.11.5.2.9 Parent-child relationships</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p> <p>2. There are user interface elements that are parents of other user interface elements in a hierarchical structure.</p> <p>Procedure</p> <p>1. For user interface elements that have a parent, check that the user interface element's information includes the relationship with the user interface element that is its parent.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>2. Check that the user interface elements that are parents of the user interface element selected in check 1, include the relationship with the user interface elements that are its children in their information, and that this relationship is programmatically determinable by assistive technologies.</p> <p>3. For user interface elements that are a parent of other user interface elements, check that the user interface element's information includes the relationship with the user interface elements that are its children, and that this relationship is programmatically determinable by assistive technologies.</p> <p>4. Check that the user interface elements that are a child of the user interface element selected in check 3, include the relationship with the user interface elements that are its parents in their information, and that this relationship is programmatically determinable by assistive technologies.</p> <p>Result</p> <p>Pass: Checks 1 or 2 is true and check 3 or 4 is true</p> <p>Fail: Checks 1 and 2 are false or check 3 and 4 are false</p> <p>NOTE: For this requirement it is enough that one of the two directions of a parent-child relationship is programmatically determinable. This is the reason why the requirement checks are in pairs and why the requirement is met if one member of each pair is true.</p>		
11.5.2.10 Text	C.11.5.2.10 Text		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There is text rendered to the screen. <p>Procedure</p> <ol style="list-style-type: none"> 1. For instances of text rendered to the screen, check that the text's information includes its text content, and that this information is programmatically determinable by assistive technologies. 2. For instances of text rendered to the screen, check that the text's information includes its attributes, and that this information is programmatically determinable by assistive technologies. 3. For instances of text rendered to the screen, check that the text's information includes its boundary, and that this information is programmatically determinable by assistive technologies. <p>Result</p> <p>Pass: Checks 1, 2 and 3 are true</p> <p>Fail: Check 1 or 2 or 3 is false</p>		
<p>11.5.2.11 List of available actions</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a</p>	<p>C.11.5.2.11 List of available actions</p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>user interface element, programmatically determinable by assistive technologies.</p>	<p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that have actions that can be executed by the user. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the user interface element's information includes the list of actions that can be executed. 2. Check that this list is programmatically determinable by assistive technologies. <p>Result</p> <p>Pass: Checks 1 and 2 are true</p> <p>Fail: Check 1 or 2 is false</p>		
<p>11.5.2.12 Execution of available actions</p> <p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p>	<p>C.11.5.2.12 Execution of available actions</p> <p>Type of assessment</p> <p>Inspection and testing</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that have actions that can be executed by the user. 3. The security requirements permit assistive technology to programmatically execute user actions. <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	<p>1. Check that the user interface element's information includes the list of actions that can be executed by assistive technologies according to 11.5.2.11.</p> <p>2. Check that all the actions in the list can successfully be executed by assistive technologies.</p> <p>Result</p> <p>Pass: Checks 1 and 2 are true</p> <p>Fail: Check 1 or 2 is false</p>		
<p>11.5.2.13 Tracking of focus and selection attributes</p> <p>Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies.</p>	<p>C.11.5.2.13 Tracking of focus and selection attributes</p> <p>Type of assessment</p> <p>Inspection and testing</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p> <p>2. There are user interface elements that enable text editing.</p> <p>Procedure</p> <p>1. Check that the user interface element's information includes mechanisms to track focus, text insertion point and selection attributes.</p> <p>2. Check that this information is programmatically determinable by assistive technologies.</p> <p>3. Activate those tracking mechanisms.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>4. As a user, use the text editing functionality in the evaluated software product.</p> <p>5. Check that the tracking of focus, text insertion point and selection attributes work.</p> <p>Result</p> <p>Pass: Checks 2 and 5 are true</p> <p>Fail: Check 1 or 5 is false</p>		
<p>11.5.2.14 Modification of focus and selection attributes</p> <p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	<p>C.11.5.2.14 Modification of focus and selection attributes</p> <p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p> <p>2. There are user interface elements that can receive focus or that enable text editing.</p> <p>3. The security requirements permit platform software to programmatically modify focus, text insertion point and selection attributes of user interface elements.</p> <p>Procedure</p> <p>1. For user interface elements that can receive focus and where the focus can be modified by a user without the use of assistive technology, check that the focus can be programmatically modified by assistive technologies.</p> <p>2. For user interface elements that enable text editing by a user without the use of assistive</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>technology, check that the position of the text insertion point can be programmatically modified by assistive technologies.</p> <p>3. For user interface elements that enable text editing, check that the selection attributes can be programmatically modified by assistive technologies where they can be modified by user without the use of assistive technology.</p> <p>Result</p> <p>Pass: All checks are true</p> <p>Fail: Any check is false</p>		
<p>11.5.2.15 Change notification</p> <p>Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13.</p>	<p>C.11.5.2.15 Change notification</p> <p>Type of assessment</p> <p>Inspection and testing</p> <p>Pre-conditions</p> <p>1. The software evaluated is software that provides a user interface.</p> <p>Procedure</p> <p>1. Activate notifications of changes in the user interface elements.</p> <p>2. Check that notifications about changes in object information (role, state, boundary, name and description) are sent to assistive technologies, if this information changes in the software user interface.</p> <p>3. Check that notifications about changes in row, column and headers of data tables are sent to assistive technologies, if this</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>information changes in the software.</p> <p>4. Check that notifications about changes in values (current value, minimum value and maximum value) are sent, if this information changes in the software.</p> <p>5. Check that notifications about changes in label relationships are sent to assistive technologies, if this information changes in the software.</p> <p>6. Check that notifications about changes in parent-child relationships are sent to assistive technologies, if this information changes in the software.</p> <p>7. Check notifications about changes in text (text contents, text attributes and the boundary of text rendered to the screen) are sent to assistive technologies, if this information changes in the software.</p> <p>8. Check that notifications about changes in the list of available actions are sent to assistive technologies, if this information changes in the software.</p> <p>9. Check that notifications about changes in focus, text insertion point and selection attributes are sent to assistive technologies, if this information changes in the software.</p> <p>Result</p> <p>Pass: Checks 2, 3, 4, 5, 6, 7, 8 and 9 are true</p> <p>Fail: Check 2, 3, 4, 5, 6, 7, 8 or 9 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>11.5.2.16 Modifications of states and properties</p> <p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	<p>C.11.5.2.16 Modifications of states and properties</p> <p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There are user interface elements whose state or properties can be modified by a user without the use of assistive technology. 3. The security requirements permit assistive technology to programmatically modify states and properties of user interface elements. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the state of user interface elements, whose state can be modified by a user without the use of assistive technology, can be programmatically modified by assistive technologies. 2. Check the properties of user interface elements, whose properties can be modified by a user without the use of assistive technologies, can be programmatically modified by assistive technologies. <p>Result</p> <p>Pass: All checks are true</p> <p>Fail: Any check is false</p>		
<p>11.5.2.17 Modifications of values and text</p>	<p>C.11.5.2.17 Modifications of values and text</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	<p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> 1. The software evaluated is software that provides a user interface. 2. There are user interface elements whose values or text can be modified by a user without the use of assistive technology. 3. The security requirements permit assistive technology to programmatically modify values and text of user interface elements. <p>Procedure</p> <ol style="list-style-type: none"> 1. Check that the values of user interface elements, whose values can be modified by a user without the use of assistive technology, can be modified by assistive technologies using the input methods of the platform. 2. Check that the text of user interface elements, whose text can be modified by a user without the use of assistive technology, can be modified by assistive technologies using the input methods of the platform. <p>Result</p> <p>Pass: all checks are true</p> <p>Fail: any check is false</p>		
11.6 Documented accessibility usage	---		
11.6.1 User control of accessibility features	C.11.6.1 User control of accessibility features		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users.</p>	<p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <p>1. There are platform features that are defined in the platform documentation as accessibility features intended for users.</p> <p>Procedure</p> <p>1. Check that sufficient modes of operation exist where user control over platform features, that are defined in the platform documentation as accessibility features intended for users, is possible.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.6.2 No disruption of accessibility features</p> <p>Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.</p>	<p>C.11.6.2 No disruption of accessibility features</p> <p>Type of assessment</p> <p>Testing</p> <p>Pre-conditions</p> <p>1. There are platform features that are defined in the platform documentation as accessibility features.</p> <p>Procedure</p> <p>1. Check if software that provides a user interface disrupts normal operation of platform accessibility features.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>2. Check if the disruption was specifically requested or confirmed by the user.</p> <p>Result</p> <p>Pass: Check 1 is false or both checks are true</p> <p>Fail: Check 1 is true and check 2 is false</p>		
<p>11.7 User preferences</p> <p>Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms.</p> <p>NOTE: Software that is isolated from its underlying platform has no access to user settings in the platform and thus cannot adhere to them.</p>	<p>C.11.7 User preferences</p> <p>Type of assessment</p> <p>Inspection and Testing</p> <p>Pre-conditions</p> <p>1. The software is software that provides a user interface.</p> <p>Procedure</p> <p>1. Check if the software provides sufficient modes of operation that uses user preferences for platform settings for colour, contrast, font type, font size, and focus cursor.</p> <p>2. Check that the software documentation indicates that the software is designed to be isolated from its underlying platform.</p> <p>Result</p> <p>Pass: Check 1 is true or Check 1 is false and check 2 is true</p> <p>Fail: Check 1 is false and check 2 is false</p>		
<p>11.8 Authoring tools</p>	<p>---</p>		
<p>11.8.1 Content technology</p> <p>Authoring tools shall conform to clauses 11.8.2 to 11.8.5 to the</p>	<p>C.11.8.1 Content technology</p> <p>Type of assessment</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>extent that information required for accessibility is supported by the format used for the output of the authoring tool.</p>	<p>Inspection and Testing</p> <p>Pre-conditions</p> <p>1. The software is an authoring tool.</p> <p>2. The output format of the authoring tool supports information required for accessibility.</p> <p>Procedure</p> <p>1. Check if the authoring tool conforms to 11.8.2 to 11.8.5 to the extent that information required for accessibility is supported by the format used for the output of the authoring tool.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p> <p>NOTE: Where the output format of the authoring tool does not support certain types of information required for accessibility, compliance with requirements that relate to that type of information is not required.</p>		
<p>11.8.2 Accessible content creation</p> <p>Authoring tools shall enable and guide the production of content that conforms to clauses 9 (Web content) or 10 (Non-Web content) as applicable.</p> <p>NOTE: Authoring tools may rely on additional tools where conformance with specific requirements is not achievable by a single tool. For example, a video editing tool may enable the creation of video files for</p>	<p>C.11.8.2 Accessible content creation</p> <p>Type of assessment</p> <p>Inspection and Testing</p> <p>Pre-conditions</p> <p>1. The software is an authoring tool.</p> <p>Procedure</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>distribution via broadcast television and the web, but authoring of caption files for multiple formats may be provided by a different tool.</p>	<p>1. Check if the authoring tool has features that enable and guide the production of content that conforms to clauses 9 (Web) and 10 (Non-web documents).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.8.3 Preservation of accessibility information in transformations</p> <p>If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output.</p> <p>NOTE 1: Restructuring transformations are transformations in which the content technology stays the same, but the structural features of the content are changed (e.g. linearizing tables, splitting a document into pages).</p> <p>NOTE 2: Re-coding transformations are transformations in which the technology used to encode the content is changed.</p>	<p>C.11.8.3 Preservation of accessibility information in transformations</p> <p>Type of assessment</p> <p>Inspection and Testing</p> <p>Pre-conditions</p> <p>1. The software is an authoring tool.</p> <p>2. The authoring tool provides restructuring transformations or re-coding transformations.</p> <p>Procedure</p> <p>1. For a restructuring transformation, check if the accessibility information is preserved in the output.</p> <p>2. For a restructuring transformation, check if the content technology supports accessibility information for the restructured form of the information.</p> <p>3. For a re-coding transformation, check if the accessibility information is preserved in the output.</p> <p>4. For a re-coding transformation, check if the accessibility information is supported by the</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
	<p>technology of the re-coded output.</p> <p>Result</p> <p>Pass: Check 1 is true or checks 1 and 2 are false or check 3 is true or checks 3 and 4 are false</p> <p>Fail: Check 1 is false and check 2 is true</p>		
<p>11.8.4 Repair assistance</p> <p>If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s).</p> <p>NOTE: This does not preclude automated and semi-automated repair which is possible (and encouraged) for many types of content accessibility problems.</p>	<p>C.11.8.4 Repair assistance</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The software is an authoring tool.</p> <p>2. The accessibility checking functionality of the authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable.</p> <p>Procedure</p> <p>1. The authoring tool provides repair suggestions when content does not meet a requirement of clauses 9 or 10 (as applicable).</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>11.8.5 Templates</p> <p>When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as</p>	<p>C.11.8.5 Templates</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>applicable shall be available and identified as such.</p>	<p>1. The software is an authoring tool.</p> <p>2. The authoring tool provides templates.</p> <p>Procedure</p> <p>1. Check that the authoring tool provides at least one template that supports the creation of content that conforms to requirements of clauses 9 (Web content) or 10 (Documents) as applicable.</p> <p>2. Check that at least one template identified in step 1 is available and is identified as conforming to clauses 9 or 10 (as applicable).</p> <p>Result</p> <p>Pass: Checks 1 and 2 are true</p> <p>Fail: Check 1 or 2 is false</p> <p>NOTE: The identification as conforming to the requirements of clauses 9 or 10 (as applicable) described in check 2 may be described in terms such as "Conformant to WCAG 2.1". Where the identification does not explicitly state that all of the requirements identified in clauses 9 or 10 (as appropriate) are covered, it may be necessary to use the template to create a web site or document and then test that web site or document according to the requirements of clauses 9 or 10 to provide full assurance that the template behaves as required.</p>		
<p>12 Documentation and support services</p>	<p>---</p>		
<p>12.1 Product documentation</p>	<p>---</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>12.1.1 Accessibility and compatibility features</p> <p>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.</p> <p>NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	<p>C.12.1.1 Accessibility and compatibility features</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. Product documentation is supplied with the ICT.</p> <p>Procedure</p> <p>1. Check that product documentation provided with the ICT lists and explains how to use the accessibility and compatibility features of the ICT.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p>12.1.2 Accessible documentation</p> <p>Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:</p> <ul style="list-style-type: none"> 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. <p>NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing</p>	<p>C.12.1.2 Accessible documentation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. Product documentation in electronic format is supplied with the ICT.</p> <p>Procedure</p> <p>1. Check that product documentation in electronic format provided with the ICT conforms to the requirements of clauses 9 or 10 as appropriate.</p> <p>Result</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>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).</p> <p>NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible.</p> <p>NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	<p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
12.2 Support services	---		
<p>12.2.1 General (informative)</p> <p>ICT support services include, but are not limited to: help desks, call centres, technical support, relay services and training services.</p>	<p>C.12.2.1 General (informative)</p> <p>Clause 12.2.1 is informative only and contains no requirements requiring test.</p>		
<p>12.2.2 Information on accessibility and compatibility features</p> <p>ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.</p> <p>NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	<p>C.12.2.2 Information on accessibility and compatibility features</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. ICT support services are provided.</p> <p>Procedure</p> <p>1. Check that the ICT support services provide information on the accessibility and compatibility features that are included in the product documentation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>12.2.3 Effective communication</p> <p>ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p>	<p>C.12.2.3 Effective communication</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. ICT support services are provided.</p> <p>Procedure</p> <p>1. Check that the ICT support services accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p> <p>NOTE: The provision of any level of support for the communication needs of individuals with disabilities constitutes a pass of this requirement. Suppliers may wish to provide further information about the level of support that is provided to enable the adequacy and quality of the support to be judged.</p>		
<p>12.2.4 Accessible documentation</p> <p>Documentation provided by support services shall be made available in at least one of the following electronic formats:</p> <ul style="list-style-type: none"> a. a Web format that conforms to clause 9; or b. a non-web format that conforms to clause 10. 	<p>C.12.2.4 Accessible documentation</p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. Documentation is provided by the ICT support services.</p>		

EN 301 549 clause	Determination of compliance	Supports?	Explanation
<p>NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.</p> <p>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).</p> <p>NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	<p>Procedure</p> <p>1. Check that documentation in electronic format provided by the ICT support services conforms to the requirements of clauses 9 or 10 as appropriate.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

Annex - References (from EN 301 549)

2.1 Normative references

References are specific, identified by date of publication and/or edition number or version number. Only the cited version applies.

Referenced documents which are not found to be publicly available in the expected location might be found at [ETSI References in docbox](#).

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

[1] ETSI ETS 300 381 (Edition 1) (December 1994): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".

[2] ETSI ES 200 381-1 (V1.2.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids Part 1: Fixed-line speech terminals".

[3] ETSI ES 200 381-2 (V1.1.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".

[4] W3C Recommendation (December 2008) /ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

- NOTE: Available at [WCAG 2.0](#).

[5] W3C Proposed Recommendation (June 2018): "Web Content Accessibility Guidelines (WCAG) 2.1".

- NOTE: Available at [WCAG 2.1](#).

2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

[i.1] ANSI/IEEE C63.19 (2011): "American National Standard Method of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids".

[i.2] ANSI/TIA-4965: "Receive volume control requirements for digital and analogue wireline terminals".

[i.3] European Commission M 376-EN: "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain".

[i.4] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".

[i.5] ETSI ES 202 975: "Human Factors (HF); Requirements for relay services".

[i.6] ETSI ETS 300 767: "Human Factors (HF); Telephone Prepayment Cards; Tactile Identifier".

[i.7] ETSI CEN/CENELEC/ETSI TR 101 550: "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"".

[i.8] ETSI CEN/CENELEC/ETSI TR 101 551: "Guidelines on the use of accessibility award criteria suitable for publicly procured ICT products and services in Europe".

[i.9] ETSI TR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)".

[i.10] ETSI TS 126 114: "Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Subsystem (IMS); Multimedia telephony; Media handling and interaction (3GPP TS 26.114)".

[i.11] ETSI TS 122 173: "Digital cellular telecommunications system (Phase 2+) (GSM); Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Core Network Subsystem (IMS) Multimedia Telephony Service and supplementary services; Stage 1 (3GPP TS 22.173)".

[i.12] ETSI TS 134 229: "Universal Mobile Telecommunications System (UMTS); LTE; Internet Protocol (IP) multimedia call control protocol based on Session Initiation Protocol (SIP) and Session Description Protocol (SDP); User Equipment (UE) conformance specification (3GPP TS 34.229)".

[i.13] IETF RFC 4103 (2005): "RTP Payload for Text Conversation".

[i.14] ISO/IEC 17007:2009: "Conformity assessment - Guidance for drafting normative documents suitable for use for conformity assessment".

[i.15] ISO 9241-11:1998: "Ergonomic requirements for office work with visual display terminals (VDTs) -- Part 11: Guidance on usability".

[i.16] ISO 9241-110:2006: "Ergonomics of human-system interaction -- Part 110: Dialogue principles".

[i.17] ISO 9241-171:2008: "Ergonomics of human-system interaction-Part 171: Guidance on software accessibility".

[i.18] ISO 26800:2011: "Ergonomics - General approach, principles and concepts".

[i.19] ISO/IEC 13066-1:2011: "Information technology - Interoperability with assistive technology (AT) - Part 1: Requirements and recommendations for interoperability".

[i.20] Recommendation ITU-T E.161 (2001): "Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network".

[i.21] Recommendation ITU-T G.722 (1988): "7 kHz audio-coding within 64 kbit/s".

[i.22] Recommendation ITU-T G.722.2 (2003): "Wideband coding of speech at around 16 kbit/s using Adaptive Multi-Rate Wideband (AMR-WB)".

[i.23] Recommendation ITU-T V.18 (2000): "Operational and interworking requirements for DCEs operating in the text telephone mode".

[i.24] TIA-1083-A (2010): "Telecommunications; Telephone Terminal equipment; Handset magnetic measurement procedures and performance requirements".

[i.25] US Department of Justice: "2010 ADA Standards for Accessible Design".

[i.26] W3C Working Group Note 5 September 2013: "Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT)".

- NOTE: Available at [WCAG2ICT](#).

[i.27] Commission Implementing Decision of 27.4.2017 on a standardisation request to the European standardisation organisations in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies.

[i.28] Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.

[i.29] ETSI EN 301 549 (V1.1.2) (04-2015): "Accessibility requirements suitable for public procurement of ICT products and services in Europe".

[i.30] ETSI TR 101 552: "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe".

Annex - Definitions and abbreviations (from EN 301 549)

3.1 Definitions

For the purposes of the present document, the terms and definitions given in ETSI EG 201 013 [i.4] and the following apply:

accessibility: extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities, to achieve a specified goal in a specified context of use (from ISO 26800 [i.18])

- NOTE 1: Context of use includes direct use or use supported by assistive technologies.
- NOTE 2: The context in which the ICT is used may affect its overall accessibility. This context could include other products and services with which the ICT may interact.

assistive technology: hardware or software added to or connected to a system that increases accessibility for an individual

- NOTE 1: Examples are Braille displays, screen readers, screen magnification software and eye tracking devices that are added to the ICT.
- NOTE 2: Where ICT does not support directly connected assistive technology, but which can be operated by a system connected over a network or other remote connection, such a separate system (with any included assistive technology) can also be considered assistive technology.

audio description: additional audible narrative, interleaved with the dialogue, which describes the significant aspects of the visual content of audio-visual media that cannot be understood from the main soundtrack alone

- NOTE: This is also variously described using terms such as "video description" or variants such as "descriptive narration".

authoring tool : software that can be used to create or modify content

- NOTE 1: An authoring tool may be used by a single user or multiple users working collaboratively.
- NOTE 2: An authoring tool may be a single stand-alone application or be comprised of collections of applications.
- NOTE 3: An authoring tool may produce content that is intended for further modification or for use by end-users.

caption: synchronized visual and/or text alternative for both speech and non-speech audio information needed to understand the media content (after WCAG 2.1 [5])

- NOTE: This is also variously described using terms such as "subtitles" or variants such as "subtitles for the deaf and hard-of-hearing".

closed functionality : functionality that is limited by characteristics that prevent a user from attaching, installing or using assistive technology

content: information and sensory experience to be communicated to the user by means of software, including code or mark-up that defines the content's structure, presentation, and interactions (after WCAG2ICT [i.26])

- NOTE: Content occurs in three places: web pages, documents and software. When content occurs in a web page or a document, a user agent is needed in order to communicate the content's information and sensory experience to the user. When content occurs in software, a separate user agent is not needed in order to communicate the content's information and sensory experience to the user - the software itself performs that function.

context of use: users, tasks, equipment (hardware, software and materials), and the physical and social environments in which a product is used (from ISO 9241-11 [i.15])

open functionality: functionality that supports access by assistive technology

- NOTE: This is the opposite of Closed Functionality.

operable part : component of ICT used to activate, deactivate, or adjust the ICT

- NOTE: Operable parts can be provided in either hardware (see mechanically operable parts, above) or software. An on-screen button is an example of an operable part provided by software.

platform software : collection of software components that runs on an underlying software or hardware layer, and that provides a set of software services to other software components that allows those applications to be isolated from the underlying software or hardware layer (after ISO/IEC 13066-1 [i.19])

- NOTE: A particular software component might play the role of a platform in some situations and a client in others.

programmatically determinable : able to be read by software from developer-supplied data in a way that other software, including assistive technologies, can extract and present this information to users in different modalities

- NOTE: WCAG 2.1 uses "determined" where this definition uses "able to be read" (to avoid ambiguity with the word "determined").

real-time text : form of a text conversation in point to point situations or in multipoint conferencing where the text being entered is sent in such a way that the communication is perceived by the user as being continuous

satisfies a success criterion: success criterion does not evaluate to "false" when applied to the ICT (after WCAG 2.1 [5])

terminal: combination of hardware and/or software with which the end user directly interacts and that provides the user interface

- NOTE 1: The hardware may consist of more than one device working together e.g. a mobile device and a computer.
- NOTE 2: For some systems, the software that provides the user interface may reside on more than one device such as a telephone and a server.

user agent: software that retrieves and presents content for users (after WCAG 2.1 [5])

- NOTE 1: Software that only displays the content contained within it is treated as software and not considered to be a user agent.

- NOTE 2: An example of software that is not a user agent is a calculator application that does not retrieve the calculations from outside the software to present it to a user. In this case, the calculator software is not a user agent, it is simply software with a user interface.
- NOTE 3: Software that only shows a preview of content such as a thumbnail or other non-fully functioning presentation is not providing user agent functionality.

user interface: all components of an interactive system (software or hardware) that provide information and/or controls for the user to accomplish specific tasks with the interactive system (from ISO 9241-110 [i.16])

user interface element: entity of the user interface that is presented to the user by the software (after ISO 9241-171 [i.17])

- NOTE 1: This term is also known as "user interface component".
- NOTE 2: User-interface elements can be interactive or not.

web content: content that belongs to a web page, and that is used in the rendering or that is intended to be used in the rendering of the web page

web page: non-embedded resource obtained from a single URI using HTTP plus any other resources that are used in the rendering or intended to be rendered together with it by a user agent (after WCAG 2.1 [5])

3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

ADA Americans with Disabilities Act

ANSI American National Standards Institute

AT Assistive Technology

CIF Common Intermediate Format

CSS Cascading Style Sheets

DOM Document Object Model

EU European Union

FPS Frames Per Second

FXML XML-based user interface markup language

HTML HyperText Markup Language

HTTP HyperText Transfer Protocol

ICT Information and Communication Technology

IETF Internet Engineering Task Force

IMS IP Multimedia System

IP Internet Protocol

JWG Joint Working Group (of CEN/CENELEC/ETSI)

ODF Open Document Format

OOXML Office Open eXtensible Markup Language

PSTN Public Switched Telephone Network

QCIF Quarter Common Intermediate Format

RFC Request For Comment

RTT Real-Time Text

SC Success Criterion

SIP Session Initiation Protocol

URI Uniform Resource Identifier

USB Universal Serial Bus

VoIP Voice over IP

W3C World Wide Web Consortium

WCAG Web Content Accessibility Guidelines (of W3C)

XML eXtensible Markup Language

XUL XML User interface Language

Annex - Practical guidance for accessible non-web documentation

In WCAG “success criteria” are all technology agnostic. The requirements for non-web documents are based on the WCAG 2.1 level AA requirements, which means all level A and AA criteria relevant to documents must be met.

The W3C publishes [sufficient techniques](#) to meet WCAG success criteria, including techniques for non-web document formats such as PDF. Using a given technique is considered “sufficient” to meet the criteria relevant to the technique, but you can also meet the criteria in other ways.

Shared Services Canada has created a set of guides for producing accessible documents in Microsoft Office:

- [How to create accessible documents](#)

Various software vendors and organizations offer supplementary material that provides instructions for making documents accessible:

- [Adobe PDF accessibility](#)
- [Accessible Digital Office Document \(ADOD\) Project](#)
- [Microsoft Accessibility Checker](#)
- [Webaim: Microsoft Word Techniques](#)
- [Webaim: PDF Techniques](#)
- [Canada.ca Content Style Guide](#)
- [Google Docs – Make your document or presentation accessible](#)
- [Web Accessibility Perspectives - Compilation of 10 Topics/Videos](#)
- [18F Web Accessibility Guide](#)
- [University of Washington Accessible Document Guides](#)

NOTE: Following the guidance given in the links above does not guarantee compliance with WCAG 2.1. Links are provided for reference only.

ANNEX B

Basis of Payment

Canada may reject the bid if any of the prices submitted do not reasonably reflect the cost of performing the part of the work to which that price applies.

The Contractor will be paid its costs reasonably and properly incurred in the performance of the work, as detailed below. Applicable taxes are extra.

1.0 Implementation Phase

For the Implementation Period work detailed in Section 6 of the SOW, the Contractor will be paid firm prices, following delivery and acceptance or performance of the Work as applicable, applicable taxes extra.

1.1 Initial Meeting

The Contractor will be paid an all-inclusive firm price for its costs associated with the Initial Meeting at VAC's offices in Charlottetown, PEI, as described in Section 6.3 of the SOW. This fixed price will include the cost for Contractor travel and accommodations.

Firm Price = \$ _____

Payment will be made after the initial meeting has been completed.

1.2 IT System

1.2.1 The Contractor will be paid an all-inclusive firm price for the cost associated with the development of a Contractor's system meeting the requirements as described in Section 6 of the SOW, including the design and layout of all reports and Data Extract File.

Firm Price = \$1,300,000.00 *

*(The evaluation for firm price is a cash allowance that all bidders will carry. The actual value of work will be negotiated based on level of effort after contract award. The allowances shall be considered as full compensation for the net cost of labour, equipment, and other authorized expenses incurred in performing the work. The Contract Price will be adjusted by an amendment to provide for an excess or deficit to each cash allowance. Payments on accounts of work authorized under cash allowances shall be included in the Contractor's monthly invoice for payment.)

Payment will be made upon VAC's acceptance of the Contractor's system and all reports and Data Extract File layouts.

1.2.2 The Contractor will be paid an hourly rate to develop and/or modify internal VAC systems to support the requirements outlined within the SOW.

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The table below outlines the "Estimated hours per Year" that will be used for the evaluation process only, and is not intended to estimate the actual utilization under the contract.

		Estimated number of resources required (FTE)	Estimated Hours per Year (A)	Unit Firm Price/Hour Rate (B)	Year One Evaluated Total Price (AxB)
	Scrum Master	1	160	\$	\$
	Microsoft Dynamics 365 Developer	1	160	\$	\$
	Microsoft .NET Tester	1.5	240	\$	\$
	Integration Developer	2	320	\$	\$
	Business Analyst	2	320	\$	\$
	Total Implementation				\$

1.3 Travel and Living Expenses

The Contractor will be paid the travel and living expenses incurred by the Contractor during the Implementation Phase (excluding the Initial Meeting in SOW Section 6.3) to liaise with VAC. The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the [National Joint Council \(NJC\) Travel Directive](#) and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must be pre-authorized by VAC.

1.4 Frontend Channel (web-based client internet portal)

The Contractor will be paid an all-inclusive firm hourly rate for the cost associated with the development of a frontend channel based on the requirements as described in Section 6.8 of the SOW. Payments will be made monthly based on actual hours worked.

Hourly Rate = \$ _____
Estimated number of hours: 300

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Total = \$ _____

Payment will be made upon VAC's acceptance of the Contractor's frontend channel.

1.5 Website

The Contractor will be paid a firm hourly rate for the design, translation, development and implementation of a Website as described in Section 6.8.3 of the SOW. Payments will be made monthly based on actual hours worked.

Hourly Rate = \$ _____
Estimated number of hours: 370
Total = \$ _____

Payment will be made upon VAC's acceptance of the Web site.

1.6 Training Modules

The Contractor will be paid a firm price for the design, translation, development and implementation of online instruction modules as described in Section 6.8.6 of the SOW.

Firm Price = \$ 110,000.00 *

*(The evaluation for firm price is a cash allowance that all bidders will carry. The actual value of work will be negotiated based on level of effort after contract award. The allowances shall be considered as full compensation for the net cost of labour, equipment, and other authorized expenses incurred in performing the work. The Contract Price will be adjusted by an amendment to provide for an excess or deficit to each cash allowance. Payments on accounts of work authorized under cash allowances shall be included in the Contractor's monthly invoice for payment.)

Payment will be made upon VAC's acceptance of the instruction modules.

1.7 Communications Materials

The Contractor will be paid a firm price for the design, translation and development of communications material as described in Section 6.21 of the SOW.

Firm Price = \$ 47,000.00 *

*(The evaluation for firm price is a cash allowance that all bidders will carry. The actual value of work will be negotiated based on level of effort after contract award. The allowances shall be considered as full compensation for the net cost of labour, equipment, and other authorized expenses incurred in performing the work. The

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Contract Price will be adjusted by an amendment to provide for an excess or deficit to each cash allowance. Payments on accounts of work authorized under cash allowances shall be included in the Contractor's monthly invoice for payment.)

Payment will be made upon VAC's acceptance of the communication materials.

1.8 Contract Manager

The central administration of the Career Transition Services (CTS) Contract will include a position which will be identified as the Contract Manager, residing in Canada, who will act as the liaison between the Contractor, VAC and Public Services and Procurement Canada. The Contract Manager will be the single point of contact to oversee all aspects of the activities listed in the SOW and who will work with VAC to execute its responsibilities to deliver CTS. These services will be for the period of the date the contract is awarded to contract implementation.

Firm Monthly Price = \$ _____

2.0 Operations and Maintenance Phase

NOTE: All quantities in this section are for evaluation purposes only.

2.1 Active Client File Transition

The Contractor will be paid an all-inclusive firm price for each active Client transitioned as per section 6.5 of the SOW.

Firm price per file review (not subject to escalation) \$ _____

Estimated number of active Clients transitioning: 2000

Total evaluated price \$ _____

Contract Year 1

2.2	Career Transition and Education and Training Benefit Services	Annual Evaluated Quantity*	Unit Firm Price/Hour Rate	Year One Evaluated Total Price
2.2.1	General Counselling and Planning (includes Intake Assessment and Follow up)	11791	\$	\$
2.2.2	One-on-one Career Counselling (Veterans)	7222	\$	\$
2.2.3	One-on-one	95	\$	\$

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	Counselling (Spouses)			
2.2.4	Job Finding Assistance / Employment Transition Support	3584	\$	\$
2.2.5	Job Development	845	\$	\$
Total Contract Year 1				\$

*Billing for hourly rates for CTS will occur in 15 minute increments.

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See Section 4.0 of this Basis of Payment).

2.3 On-going Contract Operations

These charges are part of the ongoing operational contract costs, including all aspects of contract and service management, regularly scheduled change management process, training and materials, storage of information, on-going systems maintenance, website maintenance, monitoring and reporting, ongoing report production and quality assurance.

Year One Firm Price = \$_____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See Section 4.0 of this Basis of Payment).

The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price.

2.4 Contract Manager

The central administration of the CTS contract must include a position, identified as the Contract Manager, residing in Canada, who will act as the liaison between the Contractor and VAC and PSPC. The Contract Manager will be the single point of contact to oversee all aspects of the activities listed in the SOW and will work with VAC to execute the Contractor's responsibilities to deliver CTS.

Year One Firm Price: \$_____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See Section 4.0 of this Basis of Payment).

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The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price.

2.5 Contractor Travel

The Contractor will be reimbursed authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council (NJC) Travel Directive and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”.

All Contractor travel must be at the request of and pre-authorized by VAC. Payments will be made monthly based on eligible expenses incurred in the preceding month.

2.6 Career Fairs

VAC requires the participation of the CTS Contractor to attend VAC Career Fairs. VAC intends to hold fairs at various locations across Canada. VAC requires the Contractor to provide two employees to staff a booth and do a presentation on CTS twice during the day. The Career Fairs will be a maximum of two days in length. The Contractor is expected to provide pop-ups and other promotional materials.

Employees will be reimbursed for hours spent at the fair at the following rates:

Year One Hourly rate for Career Counsellor at Career Fairs: \$_____

The Year One Hourly Rate will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See Section 4.0 of this Basis of Payment).

Travel to Career Fairs

When travelling to career fairs, employees can charge the hourly rate above for travel time which includes when they leave their home/office to when they arrive at their hotel.

Travel costs will be reimbursed as per the provisions in the last paragraph of Section 2.4 of the Basis of Payment.

2.7 As and When

This component allows VAC to authorize and pay for unforeseen changes to CTS and ETB resulting from, but not limited to, changes in legislation, policy or any other requirements that are determined to be within the scope (as determined by the Contract Authority) of this contract as detailed in the SOW. For example, costs associated with

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providing services to clients in Indigenous languages. These charges are to be billed monthly as and when incurred, will not be re-occurring and must be pre-approved by the Project Authority as part of the Contract Management Process. As the requirements are unknown, VAC has estimated the annual costs. All charges shall be at reimbursed at actual costs without any allowance for profit or overheads.

3.0 Contract Phase Out

The Contractor will be paid the firm, all-inclusive price including but not limited to, materials, labour, overhead and profit for the completion of all work to support complete and seamless transition to a new service provider for CTS without interruption of service delivery to VAC or the participants as described in Section 8 of the SOW.

The Contract Phase Out period will commence upon VAC's written notification.

Firm Price = \$ _____

The Firm Price for the above service will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause.

Once the Contract Phase Out has begun, the applicable Firm Price will become fixed and will no longer be subject to the EPA.

Payment will be made upon completion of all work to support complete and seamless transition to a new service provider as described in Section 8 of the SOW.

4.0 Annual Economic Price Adjustment (EPA)

The firm rates will be adjusted annually on the first day of the contract start month, commencing in _____, by an amount established based on the percentage increase or decrease, nearest two decimal places, in the annual average index of the Consumer Price Index for Canada, All-Items (Not Seasonally Adjusted), published in Statistics Canada website, from the 12-month base period ending 15 months prior to the current contract start date, to the same 12-month period ending 3 months prior to the current contract start date. This will be calculated using the following formula:

$$\text{EPA} = ((A/B) - 1) \times 100$$

Where:

A = Average annual index for the 12 months ending 3 months prior to the current contract start date.

B = Average annual index for the 12 months ending 15 months prior to the current

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contract start date.

Example:

Assuming a contract start date of February 1, then In the contract year commencing February 1, 2020, the firm rates in effect on January 31, 2020 would be increased by 2.40% based on the following assumptions:

A = Average annual index for the 12 months ending in October, 2019 (3 months prior to the current contract start date) = 1445.3

B = Sum of the monthly indices for the 12 months ending October 2018 (15 months prior to the current contract start date) = 1411.4

EPA = $((1445.3/1411.4)-1) \times 100$

2.40%

Consumer Price Index for Canada is published by Statistics Canada and can also be found on the Statistics Canada website at:

<https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000401>

Discontinuation of Escalation Index: In an index set out in this Contract is discontinued, the parties agree to immediately negotiate in good faith a replacement index.

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Appendix 1 - Contractor Performance Incentives and Credits Owing to Canada

1.0 Contract Operational Phase

In accordance with the section of the Statement of Work referenced in Column B of Table B below, the Contractor must perform the work set out in Column A of Table B below by the associated Delivery Due Date or Service Standard indicated in Column C of Table B below.

The applicable Performance Incentive to be paid to the Contractor or Credit to be applied in Canada's favour for each Deliverable in Column A of Table B below will be calculated quarterly using the according calculation in in Column D of Table B below and reconciled annually.

1.1 Table B – Contract Operational Phase Performance Incentive or Credit Owing to Canada

B	A	B	C	D
	Deliverable Description	Statement of Work Reference	Delivery Due Date or Service Standard	Contractor Performance Incentive/Credits owing to Canada for each deliverable surpassed or missed (Incentive = + / Credit = -)
1	Employing Canadian Armed Forces Veterans	SOW 5.5.3	Annual fee for qualified Veterans hired and retained for a minimum of 1 year	Incentive = \$5000/participant per year
2	Employing Indigenous peoples	SOW 5.5.3	Annual fee for qualified Indigenous peoples hired and retained for a minimum of 1 year	Incentive = \$5000/participant per year



Security Requirements Check List (SRCL) Liste de vérification des exigences relatives à la sécurité (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine VETERANS AFFAIRS CANADA	2. Branch or Directorate / Direction générale ou Direction SERVICE DELIVERY BRANCH / SDPM /SEI	
3. a) Subcontract number / Numéro du contrat de sous-traitance	3. b) Name and address of subcontractor / Nom et adresse du sous-traitant	
4. Brief description of work / Brève description du travail DELIVERY OF CAREER TRANSITION SERVICES		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? (Specify the level of access using the chart in Question 7. c) Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		
<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g., cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex., nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/> PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/> PROTECTED B PROTÉGÉ B <input type="checkbox"/> PROTECTED C PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material: / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

RELIABILITY STATUS / COTE DE FIABILITÉ CONFIDENTIAL / CONFIDENTIEL SECRET / SECRET TOP SECRET / TRÈS SECRET

TOP SECRET - SIGINT / TRÈS SECRET - SIGINT NATO CONFIDENTIAL / NATO CONFIDENTIEL NATO SECRET / NATO SECRET COSMIC TOP SECRET / COSMIC TRÈS SECRET

SITE ACCESS / ACCÈS AUX EMPLACEMENTS

Special comments:
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



PART C - (continued) / PARTIE C (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTRIENTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? / La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to the SRCL be PROTECTED and/or CLASSIFIED? / La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g., SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX D
TECHNICAL EVALUATION
CRITERIA

Definition of Bidder: "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

Canada will only accept the experience of the Bidder as defined in Section 4 of SACC 2003 (2020/05/28) for the purposes of meeting the mandatory requirements. The experience obtained from a Joint Venture structure will be accepted for this purpose. The experience and qualifications of a Bidder's subcontractors will not be accepted as part of the Bidder's (non-JV) experience and qualifications for this purposes as it is not included in the definition of the Bidder.

MANDATORY REQUIREMENTS - A Bidder's Proposal MUST meet the following Mandatory Requirements

Mandatory Requirement	COMPLIANT (PASS/FAIL)
<p>M1 Corporate Experience The Bidder must, within the last five (5) years (calculated as of the closing date of the RFP), have provided career transition services.</p> <p>In order to demonstrate this experience:</p> <ul style="list-style-type: none"> • The Bidder must provide and describe one (1) project reference where the bidder provided career transition services to a minimum of 250 clients yearly for a minimum of three (3) consecutive years. • The project submitted must demonstrate the Bidder's experience in providing career transition services for a minimum of three (3) consecutive years, within the last five (5) years preceding the closing date of the RFP. <p>The referenced project should include, at a minimum, the following information:</p> <ul style="list-style-type: none"> • Legal name; • Contact name, title, telephone number and email address for validation purposes; • The number of clients per annum. Minimum of 250 clients to be compliant; • Services delivered by the Bidder; and, • The start and end dates of the project. 	

POINT RATED CRITERIA – General Information

EVALUATION OF SOW ELEMENTS - 26320 Points Maximum (minimum overall pass mark = 70%)

The evaluation of "point rated" responses will be made using a defined percentile scale as detailed below. In applying this scale, the score for each element will fall into one of the six defined ratings (below) depending on the extent the criteria is met.

Rating	Description
<p>Excellent 100%</p>	<ul style="list-style-type: none"> - Provides an in-depth, well-articulated, detailed response with a clear approach to meeting the requirements. - Demonstrates an excellent understanding and/or knowledge of the requirements. - Demonstrates the ability to meet the requirements and identifies innovative options and solutions. - Clearly articulates the value to the client, service delivery and operations. - Provides solid evidence of ability, experience with no apparent weaknesses or gaps in meeting requirements.
<p>Good 80%</p>	<ul style="list-style-type: none"> - Describes a satisfactory approach and plan to achieve effective results. - Demonstrates a good understanding and knowledge of the requirements. - The level of detail and clarity of content provided substantially meets the requirements. - Experience suggests the ability to substantially meet requirement, no significant weaknesses.
<p>Adequate 60%</p>	<ul style="list-style-type: none"> - Provides an acceptable approach and plan, which would offer adequate results. - Demonstrates an adequate understanding and knowledge of the requirements. - Adequate level of detail and clarity in the content provided. - Provides a partially relevant response addressing some of the requirements. - Experience is limited though demonstrates an ability to partially meet the requirements. - Evident weaknesses which may interfere with meeting the requirements.
<p>Fair 40%</p>	<ul style="list-style-type: none"> - Describes an inadequate approach and plan with uncertainty of meeting requirements. - Demonstrates a limited understanding and knowledge lacking an understanding of the requirement. - Minimal level of detail and information provided or is not relevant. - Approach to meet requirements is suggested but unclear. - Experience suggests an inability to meet the requirement. - Obvious weakness in key areas which will interfere with meeting the requirements.
<p>Poor 20%</p>	<ul style="list-style-type: none"> - Extremely poor, insufficient approach and plan to meet the requirements. - Does not demonstrate understanding and knowledge of the requirements. - Insufficient detail provided and does not clearly address the requirements. - Weaknesses could not be corrected.
<p>Unacceptable 0%</p>	<ul style="list-style-type: none"> - Insufficient information. - No detail provided. - No evidence given.

Point scores will be determined through consensus of the Evaluation Committee. Each Evaluation Criterion is evaluated out of the Total Points available, as identified in the table (R1-R9) below. Consensus on the percentage score converted to a Points Achieved score out of the identified number of Total Points for each criterion. For example: A Rated criterion with a Scoring breakdown: ___/1000 - Should consensus be reached to score the response at 80 percent, the Achieved Points score awarded for the item will be 800/1000 (80% of 1000 = 800).

Element	Evaluation Criteria	Points Assigned
R1 - Service Delivery (Approach): Total Points 5000: Pass Mark = 3000 Points		
Bidder should clearly describe in detail how they will deliver career transition services, providing a plan and work methodology which demonstrates the service delivery approach in each of the following areas:	a. Ability to deliver Career Transition Services through professionals with credentials and training while meeting professional standards of conduct and competence in practice.	1000
	b. Ability to deliver comprehensive, consistent, standardized Career Transition Services in Canada and out of country in both official languages.	1000
	c. Ability to provide timely, equitable, and accessible virtual Career Transition Services regardless of client location.	1000
	d. Ability to deliver all Career Transition Services that are sensitive and inclusive of gender, military characteristics and culture.	1000
	e. Ability to respond and adapt to fluctuations in client volumes, by region and territory in a timely, professional and standardized manner.	1000

Element	Evaluation Criteria	Points Assigned
R2 - Program Knowledge: Total Points 1840: Pass Mark = 1104 Points		
Bidders should clearly describe their understanding of the mission, vision, principles, factors, goals, objectives, measurable indicators and expected outcomes of VAC's Career Transition Program demonstrating how they will deliver Career Transition Services considering each of the following:	a. VAC's strategy and approach to providing care, compassion and respect in delivering Career Transition Services for unique clients (Military Culture, Indigenous, GBA+)	920
	b. VAC's Career Transition Services Program intent, eligibility, scope and parameters.	920

Element	Evaluation Criteria	Points Assigned
R3 – Service Delivery: Total Points 3440: Pass Mark = 2064 Points		
Bidder should clearly describe in detail how they will manage the delivery and evaluation of the Career Transition Services Program describing the strategy and methods to be used in service delivery for each of the following phases:	a. Referral and Intake process	760
	b. Career Counselling and Educational Planning	1000
	c. Follow-Up Services	840
	d. Client Re-Engagement	840

Element	Evaluation Criteria	Points Assigned
R4 - Performance Measurement: Total Points 2760: Pass Mark = 1656 Points		
Bidders should describe in detail an overall performance measurement strategy that demonstrates approaches, technology and supporting methodologies for each of the following:	a. Data collection, measurement and analysis	880
	b. Service standards and turnaround times	1000
	c. Data analytics and reporting	880

Element	Evaluation Criteria	Points Assigned
R5 - Quality Management: Total Points 2640: Pass Mark = 1584 Points		
The bidder should describe in detail the Quality Management strategy that includes approaches for quality planning, assurance and control by providing:	a. Detailed description of quality planning.	840
	b. Described process for quality assurance.	920
	c. Detailed description of quality control mechanisms and processes.	880

Element	Evaluation Criteria	Points Assigned
R6 – Implementation: Total Points 1000: Pass Mark = 600 Points		
The bidder is asked to develop a Project Implementation Plan and integrated schedule that will clearly demonstrate how and when they will develop, test and successfully implement all aspects of the Contract.	a. Detailed description of all required implementation activities and implementation plan and schedule.	1000

Element	Evaluation Criteria	Points Assigned
R7 - Information Technology: Total Points 4320: Pass Mark = 2592 Points		
Bidders should clearly define how the service delivery of the Career Transition Services Program will be accessible and integrated into their infrastructure and operational environment in the following areas:	a. Detailed IT interoperability plan and design	880
	b. Detailed IT/web portals, applications design and usability	960
	c. Security plan and process for compliance	880
	d. User support plan and issue resolution process	800
	e. Data management	800

Element	Evaluation Criteria	Points Assigned
R8 - General Requirements: Total Points 4480: Pass Mark = 2688 Points		
Bidders should provide detailed information/service delivery plans which demonstrate commitment to adhere to the general requirements within the following:	a. Role and responsibilities of the Contract Manager and contract administration.	680
	b. Communications and support for clients and VAC.	680
	c. Business continuity and disaster recovery	640
	d. Financial requirements associated with claims processing, payment, invoicing, reporting and travel	760
	e. Accessibility, Information Management and Privacy	880
	f. Training tools, products and delivery model for internal and external individuals and groups	840

Element	Evaluation Criteria	Points Assigned
R9 – Change Management: Total Points 840: Pass Mark = 504 Points		
Bidders should demonstrate an understanding and plan for Change Management and Issues Resolution using an agile, collaborative and flexible approach for the following:	a. Service delivery, change requests and issue resolutions	840

**ANNEX E
VOLUMETRICS DATA**

Liability of Canada for Accuracy of Volume Estimates Provided

Canada accepts no liability for any variation or discrepancy in the estimated volumes that have been provided in the RFP, elsewhere in the documents or under the Contract and the actual usage/volume figures processed under the contract.

Further, the Contractor hereby waives any action or claim that it might have against Canada arising from any variation or discrepancy between the estimates of resource requirements, decisions and/or claims provided by Canada and the actual numbers processed under the contract.

Volume

Anticipated Volume of Clients in Career Transition Services

	2022- 2023	2023- 2024	2024- 2025	2025- 2026	2026- 2027
General Counselling and Planning	2,600	2,900	3,200	3,400	3,700
One-on-one Career counselling (Veterans)	1,400	1,600	1,800	1,900	2,100
One-on-one Career counselling (Spouses)	30	30	30	40	40
Job Finding Assistance / Employment Transition Support	700	700	800	800	900
Job Development	260	290	320	340	370