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Buyer ID - Id de l'acheteur
suobrien

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Veterans Affairs Canada
Anciens Combattants Canada
Procurement & Contracting
Gestion des acquisitions, de marchés
Attn: Susan O'Brien
susan.obrien@veterans.gc.ca

REQUEST FOR PROPOSAL

DEMANDE DE PROPOSITION

v.02_e

Proposal To: Veterans Affairs Canada

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

Instructions: See Herein

Proposition aux: Anciens Combattants Canada

Comments

Nous offrons par la présente de vendre à Sa Majesté le Roi du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Instructions : Voir aux présentes

Commentaires

Vendor/Firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
Veterans Affairs Canada
Procurement & Contracting

Title – Sujet
Veterans Affairs Canada 2024 Women Veterans Forum and 2024 Stakeholders Forum Hybrid Event Digital Platform.

Solicitation No. – N° de l'invitation 3000773207	**Date** December 6, 2023

GETS Reference No. – N° de reference de SEAG
-

File No. – N° de dossier	**CCC No. / N° CCC - FMS No. / N° VME**

Solicitation Closes – L'invitation prend fin **at – à 10 :00 AM** **on – le** January 5, 2024	**Time Zone** **Fuseau horaire** Eastern Standard Time EST

F.O.B. - F.A.B.
 Plant-Usine: ☐ *Destination:* ☐ *Other-Autre:* ☐

Address Inquiries to : - Adresser toutes questions à: Susan O'Brien	**Buyer Id – Id de l'acheteur 01lmc**
Telephone No. – N° de téléphone : (902) 314-8488	**FAX No. – N° de FAX**

Destination – of Goods, Services, and Construction:
Destination – des biens, services et construction :
See Herein

Delivery required - Livraison exigée See Herein Voir aux présentes	**Delivered Offered – Livraison proposée**

Vendor/firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Facsimile No. – N° de télécopieur
Telephone No. – N° de téléphone

Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

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PART 1 - GENERAL INFORMATION

1.1   Introduction

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

Part 1   General Information: provides a general description of the requirement;

Part 2   Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3   Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4   Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5   Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6   Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7   Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, Evaluation Grids (Mandatory and Point Rated, ICT Accessibility Requirements and ICT Accessibility Evaluation and any other annexes.

1.2   Summary

Veterans Affairs Canada is seeking the services of a contractor to provide a hybrid digital platform to assist the department with the Women Veterans Forum and Stakeholders forum scheduled for March 5-8, 2024.

1.3   Debriefings

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

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PART 2 - BIDDER INSTRUCTIONS

2.1   Standard Instructions, Clauses and Conditions

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

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

The 2003 (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 3.a) of Section 01, Integrity Provisions - Bid of Standard Instructions (2003) incorporated by reference above is deleted in its entirety and replaced with the following:

   a. at the time of submitting an arrangement under the Request for Supply Arrangements (RFSA), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy.* During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names ".

2.2   Submission of Bids

Bids must be submitted only to Susan O'Brien by the date, time and place indicated in the bid solicitation.

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

2.3   Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:
   a. an individual;
   b. an individual who has incorporated;
   c. a partnership made of former public servants; or
   d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:
   a.   name of former public servant;
   b.   date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2019-01 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** ( ) **No** ( )

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

2.4   Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5   Applicable Laws

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

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

2.6   Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7   Basis for Canada's Ownership of Intellectual Property

Veterans Affairs Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the *Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts*:
- the main purpose of the Contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination.

2.8   Bid Challenge and Recourse Mechanisms

(a)   Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

(b)   Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's Buy and Sell website, under the heading "Bid Challenge and Recourse Mechanisms" contains information on potential complaint bodies such as:

- Office of the Procurement Ombudsman (OPO)
- Canadian International Trade Tribunal (CITT)

(c)   Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

2.9   Office of the Procurement Ombudsman

The OPO was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under $30,300 for goods and $121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact the OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the *Procurement Ombudsman Regulations* or visit the Office of the Procurement Ombudsman website.

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PART 3 - BID PREPARATION INSTRUCTIONS

3.1   Bid Preparation Instructions

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

> Section I: Technical Bid (1 soft copy via e-mail)
> Section II: Financial Bid (1 soft copy via e-mail)
> Section III: Certifications (1 soft copy via e-mail)

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

Section I: Technical Bid

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

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

Section II: Financial Bid

3.1.1   Bidders must submit their financial bid in accordance with Attachment 1 to Part 3 – Pricing Schedule.

3.1.2   Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

Section III: Certifications
Bidders must submit the certifications and additional information required under Part 5.

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ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in their financial bid. Bidders must fill out the firm all-inclusive price in the table below.

For the provision of services as described in Annex A – Statement of Work, the Contractor will be paid a firm price as specified below in the performance of this Contract, Applicable Taxes extra..

No.	Description	Firm All-Inclusive Price	Total
1.	For the provision of a Hybrid Event Platform for two (2) forums. The period of the Contract is from Contract Award for a period of 12 months. Price is all-inclusive	$	$
		Total Evaluated Price	

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

(a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex C.

4.1.2 Financial Evaluation

The price of the bid will be evaluated on Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties are included.

4.2 Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
    a. comply with all the requirements of the bid solicitation; and
    b. meet all mandatory criteria; and
    o. obtain the required minimum of 37 points overall for the technical evaluation criteria which are subject to point rating.
    The rating is performed on a scale of 52 points.
2. Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is $45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		$55,000.00	$50,000.00	$45,000.00
Calculations	**Technical Merit Score**	115/135 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89

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	Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2rd

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the Ineligibility and Suspension Policy (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

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PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1   Security Requirements

There is no security requirement applicable to the Contract.

6.2   Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Supplier is at its own expense and for its own benefits and protection. It does not release the Supplier from or reduce its liability under the contract.

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PART 7 - RESULTING CONTRACT CLAUSES
Delete this title and the following sentence at contract award.

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

7.1   Statement of Work

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

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

7.2.1   General Conditions

2035 (2022-12-01), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2   Supplemental General Conditions

The following supplemental general conditions apply to and form part of the Contract:

4007 (2022-12-01) Canada to Own Intellectual Property Rights in Foreground.

7.3   Security Requirements

7.3.1 There is no security requirement applicable to the Contract.

7.4   Term of Contract

7.4.1   Period of the Contract

The period of the contract is from date of Contract for a period of 12 months.

7.5 Authorities

7.5.1   Contracting Authority

The Contracting Authority for the Contract is:

Name: Susan O'Brien
Title*:* Departmental Procurement and Contracting Advisor
Veterans Affairs Canada

Telephone: 902 314 8488
E-mail address: susan.obrien@veterans.gc.ca

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

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7.5.2   Project Authority

The Project Authority for the Contract is: (to be inserted at Contract award)

Name: _____
Title*:* _____
Organization*:* _____

Telephone: ___-___-_____
E-mail address: _____

In its absence, the Project Authority is: (to be inserted at Contract award)

Name: _____
Title*:* _____
Organization*:* _____

Telephone: ___-___-_____
E-mail address: _____

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

7.5.3 Contractor's Representative (to be inserted at Contract award)

Name: _____
Title*:* _____
Company*:* _____

Telephone: ___-___-_____
E-mail address: _____

7.6   Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 of the Treasury Board Secretariat of Canada.

7.7   Payment

7.7.1   Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in Annex B – Basis of Payment for a cost of $ _____ (to be inserted at Contract award). Customs duties are included and Applicable Taxes are extra.

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Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Method of Payment – Milestone Payments – Not subject to holdback

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

a) An accurate and complete claim for payment using PWGSC-TPSGC 1111, Claim for Progress Payment,and any other document required by the Contractor have been submitted in accordance with the invoicing instructions provided in the Contract;

b) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives;

c) All work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

7.7.4 Schedule of Milestones

The schedule of milestones for which payments will be made in accordance with the Contract is as follows:

Milestone No.	Deliverable	Percentage of total price paid per milestone	Due Date or Delivery Date	Total (in CAD$)
1.	The Contractor to provide VAC access to the Virtual Event Platform mock-up of the event	25%	**Within 2 weeks of the Date of Award**	
2.	Review and Feedback from Project Authority (Item 4)	25%	**2 weeks after confirmation**	
3.	After the events	45%	**March 5-8, 2024**	
4.	At contract close-out	5%	**12 months after Date of Award**	

7.7.5 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

a. Direct Deposit (Domestic and International)

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7.8   Invoicing Instructions – Progress Payment Claim – Supporting Documentation not required

1. The Contractor must submit a claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment.
    Each claim must show:
    a.   all information required on form PWGSC-TPSGC 1111;
    b.   all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;

2. Applicable Taxes, must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.

3. The Contractor must prepare and certify one original copy of the claim on form PWGSC-TPSGC 1111, and forward it to the Project Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.
    The Project Authority will then forward the original of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

4. The Contractor must not submit claims until all work identified in the claim is completed.

7.9   Certifications and Additional Information

7.9.1   Compliance

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

7.10   Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Prince Edward Island.

7.11   Priority of Documents

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

(a)   the Articles of Agreement;
(b)   the supplemental general conditions 4007 (2022-12-01) Canada to own intellectual property rights in Foreground Information;
(c)   the general conditions 2035 (2022-12-02), General Conditions: Higher Complexity - Services;
(d)   Annex A, Statement of Work;
(e)   Annex B, Basis of Payment;
(f)   the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*", as clarified on _____" *or* ",as amended on _____" *and insert date(s) of clarification(s) or amendment(s))* including its Inuit Benefits Plan. (*if applicable*).

7.12   Foreign Nationals (Canadian Contractor *OR* Foreign Contractor)

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

OR

SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

7.13   Insurance

SACC Manual clause G1005C (2016-01-28) Insurance - No Specific Requirement

7.14   Dispute Resolution

(a)   The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.

(b)   The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.

(c)   If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.

(d)   Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution".

7.15   Office of the Procurement Ombudsman

7.15.1   Dispute Resolution

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the OPO to request dispute resolution/mediation services. The OPO may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on the OPO's services, please see the *Procurement Ombudsman Regulations* or visit the Office of the Procurement Ombudsman website.

7.15.2   Contract Administration

The OPO was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact the OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on the OPO's services, please see the *Procurement Ombudsman Regulations* or visit the Office of the Procurement Ombudsman website.

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ANNEX "A"

STATEMENT OF WORK

Title:
Veterans Affairs Canada 2024 Women Veterans Forum and 2024 Stakeholders Forum Hybrid Event Digital Platform.

1. Objectives:
Veterans Affairs Canada requires the services of a contractor to provide a hybrid digital platform to assist the department with the implementation of 2 forums scheduled for March 5-8, 2024.

- the Women Veterans Forum ; and
- Stakeholders Forum

2. Background:
The mandate of Veterans Affairs Canada (VAC) is to help Veterans access the support and services they need from all levels of government and the community at large to maintain a leadership role in the care and support of all Veterans and their families.

Women Veterans Forum
In 2019, Veterans Affairs Canada (VAC) committed to hosting an annual forum for women Veterans to maintain dialogue with the department.

Stakeholders Forum
2018 was the last time Veterans Affairs Canada hosted an in-person stakeholder summit. Discussions have been ongoing since 2020 on hosting another summit however COVID impacted those plans. The timing for this summit aligns well with the renewal of the Ministerial Advisory Groups in 2021 and will provide the Department and stakeholders an opportunity to hear from each other. The Overall goal of this summit is to help improve the lives of Veterans and their families through working collaboratively with organizations who have the same goal in mind.

3. Scope of Work
The Contractor will provide VAC with a virtual venue for the "Women Veterans" and "Stakeholders" Forums, taking place in March 5-8, 2024.

VAC requires the services of a virtual event platform service provider, to plan, arrange, organize, and undertake all hybrid event on-site logistical management and virtual components related to these forums. VAC will organize the content and speakers for the main events but will require virtual and on-site support for the events. For this reason, collaboration between VAC and the Contractor is extremely important.

3.1 Virtual Event Platform Service
The Contractor must provide a complete virtual event platform service for participants with seamless virtual and in-person integration during the two concurrent events (total of 4-days) event in March 2024, including but not limited to:
1) Create and manage a custom event website for registration;
2) Create and manage a virtual exhibit hall, poster hall, webinars, networking, customer support, accessibility features, speaker sessions, personalized agendas, document hosting, notifications, live event feed, real-time attendance.
3) Provide 3D virtual environment with the following capabilities:
   a) a registration page for attendees and exhibitors, a live-streamed virtual main stage and a virtual lobby;

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b) a Frequently Asked Questions (FAQ) page for attendees that provides answers and solutions to common questions and issues
c) Single-click sign-in for quick and easy access to the virtual platform
d) On-Demand section to post video tutorials and recordings of sessions post event
e) A screen reader accessible chat (compatible with various screen readers, including but not limited to JAWS. NVDA and Voice Over) that can also be navigated using only a keyboard
f) A Live help desk chat feature or widget
g) A detailed page dedicated to the agenda which supports:
   a. Videos formats for persons who use American Sign Language (ASL) and Langue des signes Quèbècoise (LSQ)
4) Produce analytics reports post-event and statistics and attendees' engagement trends.
5) Have the capacity to have on-demand pre-recorded content and session documents posted to the virtual venue in advance of the live portion of the event
6) Allow for attendees to choose to view (i.e. pin to screen) or not view (i.e. hide) Sign language interpretation on the live-streamed mainstage- American Sign Language (ASL) for the English feed and Langue des signes Quèbècoise (LSQ) for the French feed.
7) The Contractor must provide VAC and all registered participants access to the virtual platform and the events session recordings until contract close-out. VAC must further retain full access to the back-end of the virtual platform to access and manage event content until contract close-out.

3.1.1   Number of Participants

Women Veterans Forum:
Estimated number of in-person attendees: 50
Estimated number of virtual attendees: 100

Stakeholders Forum:
Estimated number of in-person attendees: 180
Estimated number of virtual attendees: 100

3.2 Language Requirements
The Contractor is required to ensure that all aspects of the virtual platform:
a) Are fully available in English and French (bilingual). This includes but is not limited to:
   - Exhibitor and Attendee registration page, livestreamed virtual mail stage and virtual lobby;
   - Frequently Asked Questions (FAQ) page;
   - The detailed page dedicated to the agenda;
   - Virtual networking sessions and spaces, including all chat functions;
   - The live help desk chat, feature and widget;
   - The Exhibitor booth builder, portal or other mechanism;
   - The On-Demand sections
   - All web content including dates and times; and
   - All emails and notifications to registrants and participants.
NOTE: The Contractor is responsible for ensuring the virtual platform can support English and French. VAC is responsible for providing English and French content.
b) The main stage must be able to accommodate 3 audio and video streams – English, French and original (bilingual) floor feed, that supports a toll-free international (Canada and US) phone number call in option for each stream.

NOTE: VAC will provide Interpreters (English to French, French to English, English to ASL and French to LSQ).

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3.3 Analytics

The Contractor is required to provide a virtual platform and services that include providing post-event analytics regarding registration, attendance and engagement of participants.

VAC requires the Contractor to deactivate and delete all data, media and all other information published on the virtual platform related to VAC twelve months post contract award.

3.4 Virtual Platform Support

The Contractor is required to provide a virtual platform and services, including:

a) on-site tech support and equipment to operate the platform and set-up and tear-down equipment.
b) technical support in the preparation of the virtual event venue for the events;
c) virtual event support to answer technical questions during the hours and days of the events;
d) a response via telephone, email or virtual meeting to discuss progress and address issues, within 1 business day of requests for meetings by the Project Authority.

3.5 Tasks

The Contractor must:

1) Plan, organize and carry out all virtual event platform services in advance of, during and after the two events;
2) Be compliant with Web Content Accessibility Guidelines (WCAG) 2.1 level AA for the development and delivery of services and products with the scope of the contract;
3) Resolve all Official Language and Accessibility issues, identified by VAC, leading up to and during the events; and
4) Be available via telephone, email or virtual meeting to discuss progress and address issues, within one (1) business day of requests for meeting by the Project Authority.

4. Constraints

4.1 Accessibility

The Government of Canada strives to ensure that the goods and services it procures are inclusive by design and accessible by default, in accordance with the Accessible Canada Act, its associated regulations and standards, and the Directive on the Management of Procurement. Procurement documents will specify the accessibility criteria and standards to be met and provide guidelines for evaluating proposals with respect to those criteria and standards.

In accordance with the principles of the Accessible Canada Act, all work must be conducted in an accessible manner, including but not limited to ensuring that all documents made available in alternative and accessible formats for those who use assistive technologies This includes ensuring the accessibility features outlined in Annex D: ICT Accessibility Requirements.

As national events open to participants across Canada, every aspect of the event must be accessible and meet Web Content Accessibility Guidelines (WCAG) 2.1 Level A and Level AA for web software and documents, and EN 301 549 Harmonized European Standard, for the broader ranges of ICT products as per the Government of Canada's Accessible ICT Procurement Guide. This means:

- All aspects of the events should be accessible to all types of disabilities (physical, auditory and visual disabilities, as well as cognitive and intellectual impairments), and range of disability (mild, moderate and severe; temporary, episodic, and permanent);
- All aspects of the digital platform (registration, website, virtual platform, navigation to content and information, livestreaming, chat, etc.) must conform to EN 301 549 and
- All meetings and training sessions with panelists, exhibitors, keynote speakers should support:

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- o American Sign Language (ASL) and Langue des signes québécoise (LSQ) interprétation;
- o Live CART captioning via StreamText

NOTE: VAC will work with the Contractor to make sure every agenda item for the main stage is accessible to registrants and attendees. VAC is responsible for providing sign language interpreters and the Contractor will provide CART captioning for the training session and live events, as well as the recorded events.

4.2 Language

As a department of the federal government, VAC is required, under the Official Languages Act, to provide its services in either official language of Canada. The Contractor should write all documents using one of the two Official Languages and deliver them using Microsoft compatible software via email.

The main stage must have English and French interpretation and a bilingual (floor) feed. VAC will work with the Contractor to make sure every agenda item for the main stage and every aspect of the user experience is available to participants in English and French.

5. Client Support

The Project Authority will work directly with the Contractor for the coordination of the overall project, provide direction and guidance to the Contractor, as required, and review and approve all deliverables.

The Project Authority will also:
- Ensure that the appropriate subject matter and technical experts from within VAC are available to the Contractor to discuss and provide content, source or reference materials, review deliverables and facilitate cooperation with other players, as required;
- Provide the Contractor with related information that may not be easily accessible.
- Renegotiate schedule dates, if necessary and possible; and
- Provide other assistance or support, as required, to support the Contractor

Relevant Documentation
After Contract Award, VAC will provide the Contractor with the information required for the Contractor to complete all tasks. The Contractor is responsible for providing a bilingual virtual event venue, whereas VAC is responsible for providing bilingual content.

6. Contractor Support

a) Technical Support
The Contractor will provide technical support in the preparation and execution of the virtual event venue for the events.
b) Virtual Live Event Support
The Contractor will be available to provide customer service support and answer technical questions at all times during the events.
Provide on-site technical support and equipment to operate the platform and set-up and tear-down equipment.

7. Deliverables, Milestones and Schedule

#	Activity	Contractor	VAC	Date
	Start Date: Contract Award			Date of Award
1.	Project Initiation Meeting	X	X	Within 2 weeks of Date of Award
2.	Contractor must be compliant with EN 301 549 Harmonized European Standard by the Date of Award; they must submit	X		Within 2 weeks of Date of Award

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	an Accessibility Conformance Report (CAR) based on the latest VPAT® .			
3.	The Contractor to provide VAC access to the Virtual Event Platform	X		On or before the Project Initiation Meeting
4.a	VAC to complete initial Accessibility Audit to confirm conformance.		X	Within 2 weeks of the project initiation meeting
4.b	Contractor submits confirmation that they have resolved the accessibility issues identified by VAC's Accessibility Audit[1]	X		Within 4 weeks of the project initiation meeting)
4.c	VAC to complete secondary Accessibility Audit to confirm conformance		X	1 week after 4b.
4.d	Contractor to review and action feedback from Project Authority		X	Within 2 weeks after 4b.
5.	Contractor is to provide a mock-up of the VAC event platform	X		Within 2 after weeks 4d.
6.	Contractor will have registration open on the platform and provide a feedback mechanism for participants who have issues using the platform.	X		no later than February 2, 2024
7.a	Contractor provides dedicated IT and Customer Service Support during events.	X		March xx 2024
7.b	Contractor shall provide event analytics and support the posting of event session recordings[2]	X		April 2024
7.c	Contractor shall provide accessibility feedback report that includes lessons learned.	X		April 2024
End Date: Contract Closeout				12 months after Contract Award

All deliverables rendered under this contract are subject to review by the Project Authority. Should any deliverables not be acceptable as submitted, the Project Authority would have the right to require correction before authorizing payment.

8. Milestone Payment Schedule

Milestone	Schedule	Payment
The Contractor to provide VAC access to the Virtual Event Platform mock-up of the event	Within 2 weeks of the Date of Award	25%
Review and Feedback from Project Authority (Item 4)	2 weeks after confirmation	25%
After the events	March 5-8, 2024	45%
At contract close-out	(to be inserted at Contract Award)	5%

9. Work Location: Please add hotel location when available.

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[1] If the Contractor is not in compliance with EN 301 549 Harmonized European Standard by the Date of Award, they must submit an Accessibility Conformance Report (CAR) based on the latest VPAT® to prove the Contractor:
- Has achieved WCAG 2.1 Level AA Conformance; and
- Has resolved any and all other issues identified by VAC's Accessibility Audit.

[2] The Contractor must provide VAC and all registered participants access to the virtual platform and the events session recordings until contract close-out. VAC must further retain full access to the back-end of the virtual platform to access and manage event content until contract close-out.

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On site event is to take place in Montreal, QC. There is no security requirement associated with the requirement.

10. Specification and Standards

All services and deliverables must be in compliance with all relevant departmental/agency and GoC Acts, codes, regulations and policies in effect at the time of the work.

The Contractor must adhere to the following minimal specifications and standards applicable under this Contract:

1. Policy on Communications and Federal Identity
2. Directive on the Management of Communications
3. Official Languages Act
4. Policy on Official Languages
5. Directive on Official Languages for Communications and Services
6. Privacy Act
7. Duty to Consult
8. Accessible Canada Act

11. Privacy and Information Management

1. For the purpose of performing the work under the contract, the Contractor must collect, on behalf of VAC and to the exclusion of all other information, the following information: login credentials (i.e., username and email)
2. The Contractor must collect the information referred to in section 1 above, directly from the individuals to whom that information relates unless the individuals authorize collection from another source or the direct collection of information might result in the collection of inaccurate information.
3. The Contractor must inform the individuals of the purpose of the collection, including any statutory authority for the collect, of their right to refuse to provide any or all of the requested information and any possible consequence of such refusal, and of their right to access and correction.
4. The Contractor must make every effort to ensure the accuracy of the information collected pursuant to section 1 above.
5. Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, the Contractor must not collect, use or disclose the information referred to in section 1 above expect for the purpose of performing the work under the Contract.
6. The Contractor must maintain all information referred to in section 1 above, and make sure it is only accessible, in Canada
7. The Contractor must segregate all records containing information referred to in section 1 above (whether in electronic format or in hard copy) from other records, and keep all databases in which such records are to be maintained physically independent from all other database, directly in, or indirectly, which are located outside Canada.
8. The Contractor must ensure that all aspects of the processing of information referred to in section 1 above are conducted and only accessible in Canada.
9. The Contractor must take all necessary measures to ensure that every person hired, or the services of whom it retains to fulfill obligations under this contract, knows and complies with all the terms and conditions of this contract with respect to the protection of information referred to in section 1 above.
10. Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, the Contractor will ensure that no information referred to in section 1 above, is disclosed to a third party for a purpose authorized herein, unless there is a written agreement between the Contractor and the third party, imposing upon the third party obligations that are the same as those that are imposed upon the Contractor under this contract with respect to the protection of this information.
11. The information referred to in section 1 above remains at all times under the control of VAC.

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12. The information referred to in section 1 above is protected by the Privacy Act and any other applicable federal laws governing the protection of personal information held by federal institutions. That information must be treated as such by the Contractor in accordance with the VAC Security Policy and Procedures
Manual, the Government of Canada Security Policy or other instructions that VAC may issue.
13. Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, the Contractor must not make any copies of the information referred to in section 1 above except with the written consent of VAC.
14. Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, upon expiry or termination of the contract, whichever is earlier, the Contractor must destroy the information referred to in section 1 above and copies thereof, if any.
15. All information must be destroyed in accordance with the VAC Security Policy and Procedures Manual or other instructions that VAC may issue.
16. The Contractor's premises must be open for inspection by authorized representatives of VAC at reasonable times to ensure compliance with the provisions of this contract governing the protection of personal information.
17. The Contractor must notify VAC immediately after he becomes aware that a breach of any provision of this contract governing the protection of personal information has occurred.
18. Any intentional breach by the Contractor of any provision of this contract governing the protection of personal information constitutes a fundamental breach of contract such that VAC may terminate the contract.

11.1   Notification of Non-Compliance or Breach of Privacy and Security

The Contractor shall notify, in writing, the Project Authority, Veterans Affairs Canada and the Contracting Authority immediately of any reason it does not comply with the Privacy and Security provisions of the Contract in any respect. The Contractor shall promptly notify the Project Authority of the particulars of the non-compliance and what steps it proposes to take to address or prevent the recurrence of the non-compliance.

The Contractor shall notify the Project Authority immediately when it becomes aware of a breach of privacy or of the security requirements of the Contract.   This includes but is not limited to:
a)   unauthorized access to or modification of the personal information in its custody
b)   unauthorized use of the personal information in its custody
c)   unauthorized disclosure of the personal information in its custody
d)   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.

11.2   Ownership of Information

The Contractor must ensure that all records which are collected, used, processed, handled, stored, and created for the purposes of fulfilling the requirements of the contract, regardless of the format, remain under the ownership and control of Veterans Affairs Canada (VAC).

The Contractor acknowledges that all records belonging to VAC are managed in accordance with all applicable Government of Canada legislation.

Upon delivery of the final requirements of the contract, the Contractor will ensure that all information belonging to VAC is transferred or disposed of, following a process approved by the Project Authority and VAC Information Management.

11.3   Non-Disclosure of Veterans Affairs Canada Information

The Contractor agrees that all information, created or used to fulfill the requirements of this contract, remains under the ownership and control of Veterans Affairs Canada (VAC). The Contractor will not disclose information belonging to VAC to any third party (this includes any generative AI tool) for any reason or purpose whatsoever. This applies to both during and after the contract period.

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11.4   Handling of Personal Information
The Contractor acknowledges that Veterans Affairs Canada is bound by the Privacy Act with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the contract, and must not collect, use, copy, disclose, dispose of or destroy such personal information except in accordance with the Privacy Act and the delivery provisions of the contract.

11.5   Requests for Information
Should the Contractor receive a request for information from a third party the Contractor will advise the Project Authority. Following consultation with the VAC Access to Information and Privacy Coordinator, the Project Authority will provide the Contractor with guidance and direction on handling the request.

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ANNEX "B"

BASIS OF PAYMENT

(to be inserted at Contract Award)

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ANNEX "C"

MANDATORY AND POINT RATED TECHNICAL CRITERIA

MANDATORY TECHNICAL CRITERIA
Bidders must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with the requirements.
Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Number	Mandatory Technical Criteria	MET/NOT MET	Cross Reference/Comments

M1	The Bidder must demonstrate the capabilities of their hybrid event platform meet the following criteria. To demonstrate this, the Bidder must provide a description of a previous project, including screenshots, that clearly demonstrate the following:
	
	a) Provide a hybrid venue with the follow capabilities:
	   i. A registration page for exhibitors and attendees;
	   ii. A Frequently Asked Questions (FAQ) page that included solutions to common questions and issues;
	   iii. Virtual spaces for informal and formal networking sessions;
	   iv. One-on-one text, video and audio networking between attendees;
	   v. A live help desk chat
	b) Be capable of sending mass communications and updates to registrants and exhibitors directly through the platform;
	c) Has the capacity to have on-demand pre-recorded content and session documents posted to the virtual event platform in advance of the live portion of the event; and
	d) Has the capacity to have on-demand sessions recordings and transcripts posted to the virtual venue for at least 9 months after the completion of the live portion of the event.
	e) Post-event analytics regarding registration, attendance and engagement of participants.		

M2	**Option 1** The Bidder must provide written confirmation by way of an Accessibility Conformance Report		

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(ACR) based on the latest VPAT® to demonstrate:

- The proposed solution already conforms with the ICT Accessibility Requirements outlined IN Annex D – Accessibility Requirements. The ACR should have been completed within the last 24 months by a third-party and was assessed against the EN 301 349 (2021) Standard which includes Web Contact Accessibility Guidelines (WCAG) 2.1.

OR

Option 2

- The proposed solution will be brought to full conformance by February 1, 2024 and the bidder provides an Accessibility Conformance Report (ACR) based on the latest VPAT® for the proposed solution for the Government of Canada completed preferably by a third-party or by an in-house ICT accessibility subject matter expert and was assessed against the EN 301 549 (2021) standard with includes WCAG 2.1 within the last 24 months. The bidder agrees that they are solely responsible for any upgrades, subcontracting or other work required to achieve conformance.

To meet this requirement, the bidder must submit a detailed roadmap on how they will achieve full conformance and provide updated roadmaps as they release solution upgrades by February 1, 2024.

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POINT RATED CRITERIA

Bids which fail to meet the mandatory requirements will not be assessed against the point rated technical criteria.

Number	Point Rated Technical Criteria	Score	Comments
R1	**Accessibility Self-Evaluation** The Bidder must provide an accurate assessment of their ICT with their proposal by providing the ICT Accessibility Self-Evaluation, completed in its entirety, attached at Annex E: Annex E: Information Communication Technology (ICT) Accessibility Evaluation using Annex D: Information Communication Technology (ICT) Accessibility Requirements as a guide. Evaluation Criteria: See Annexes D and E for points breakdown Minimum passing score: 37/47	/47 points	
R2	Bidders who meet Option 1 of M2 and achieve the maximum score of 47 on R1 will be awarded an additional 5 points.	/5	
Minimum score – 37 points			
Maximum score – 52 points			
Bids which fail to meet the minimum passing score on the technical point rated criteria will be given no further consideration.			

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ANNEX "D"

ICT ACCESSIBILITY REQUIREMENTS

Generated 2023-11-29

ICT Accessibility Requirements

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

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This document reproduces relevant ICT accessibility requirements from the EN 301 549 v3.2.1 (2021-03) Harmonised European Standard – Accessibility requirements for ICT products and services (© used under license from European Telecommunications Standards Institute 2021. © Comité Européen de Normalisation 2021. © Comité Européen de Normalisation Électrotechnique 2021. All rights reserved.), which includes the Web Content Accessibility Guidelines (WCAG) 2.1 level AA. Note, where the EN 301 549 references VOID criteria, for the purposes of this document, we have excluded the technical explanation as to why the WCAG criteria no longer apply. Refer to the EN 301 549 (hyperlink below) for this information if necessary.

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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.

Internal to this document references are included but not always linked (footnotes or otherwise).

Sources used to compile this document

- EN 301 549 v3.2.1 (2021-03) Harmonised European Standard - Accessibility requirements for ICT products and services" (PDF)
- Web Content Accessibility Guidelines (WCAG) 2.1 (W3C Recommendation 05 June 2018)

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- [Understanding WCAG 2.1](#)
- [How to Meet WCAG 2.1 (Quick Reference)](#)
- [ITI VPAT® EN 301 549 (EU) version](#)

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, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.

- 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, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.

- 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, the ICT provides a visual mode of operation that does not require user perception of colour. This is essential for users with limited colour perception and benefits many more users in different situations.

- 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, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations.

- NOTE: Visual and tactile user interfaces, including those based on sign language, may contribute towards meeting this clause.

4.2.5. Usage with limited hearing: Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.

- NOTE 1: Enhancement of the audio clarity, reduction of background noise, providing a joint monaural option, adjustment of balance of both audio channels, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.

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- NOTE 2: Allowing the use of Assistive Listening Devices, such as headsets with noise cancellation (connected by cable, Bluetooth or WLAN) can contribute towards meeting this clause.
- NOTE 3: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).

4.2.6. Usage with no or limited vocal capability: Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited vocal capability and benefits many more users in different situations.

- NOTE 1: Vocal output includes speech and other orally generated sounds, such as whistles and clicks.
- 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, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.

- NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependent 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, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.

- 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, the ICT provides **at least one mode of operation that minimizes** the potential for triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.

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

4.2.10. Usage with limited cognition, language or learning: The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.

- NOTE 1: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.
- NOTE 2: Providing an audio output of the text is an example of providing support for people with limited reading abilities.
- NOTE 3: Providing spelling aid and word prediction of the text is an example of providing support for people with limited writing abilities.

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- NOTE 4: Interaction with content can be made easier, and less prone to errors, by presenting tasks in steps that are easy to follow..

4.2.11. Privacy: Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.

- 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 v3.2.1 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 conformance"** describes how to test if you have met the requirement. These are copied from EN 301 549 v3.2.1 Annex C. More information can also be found in Annex – Chapter 14 Conformance.

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 v3.2.1.

Clauses 5, 5.2, 7, 7.1, 7.1.1, 9, 9.0, 9.1, 9.1.1, 9.1.1.1, 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 and 9.6 have been deemed relevant to this ICT.

EN 301 549 clause	Determination of conformance
5 Generic requirements	---
5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.	**C.5.2 Activation of accessibility features** Type of assessment Inspection Pre-conditions 1. The ICT has documented accessibility features to meet a specific need. Procedure

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EN 301 549 clause	Determination of conformance
	1. Check that it is possible to activate those accessibility features without relying on a method that does not support that need. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met
7 ICT with video capabilities	---
7.1 Caption processing technology	---
7.1.1 Captioning playback 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. NOTE: Captions may contain information about timing, colour and positioning. This caption data is important for caption users. Timing is used for caption synchronization. Colour can be used for speaker identification. Position can be used to avoid obscuring important information. NOTE 2: If a Braille device is connected, the ICT should provide an option to display captions on the Braille device. NOTE 3: Clause 7.1.1 refers to the ability of the player to display captions. Clauses 9.1.2.2, 10.1.2.2 and 11.1.2.2 refer to the provision of captions for the content (the video).	**C.7.1.1 Captioning playback** Type of assessment Test 1 Pre-conditions 1. The ICT displays or processes video with synchronized audio. 2. Captions are provided in the video. Procedure 1. Check that there is a mechanism to display the captions. Result Pass: Check 1 is true Fail: Check 1 is false Type of assessment Test 2 Pre-conditions 1. The ICT displays or processes video with synchronized audio. 2. Closed captions are provided by the content.

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EN 301 549 clause	Determination of conformance
	Procedure 1. Check that there is a mechanism to choose to display the captions. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 or 2 is not met
9 Web	---
9.0 General (informative) Requirements in clause 9 apply to web pages (as defined in clause 3.1) including: • Conformance with W3C Web Content Accessibility Guidelines (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, 9.2.2, 9.2.3, 9.2.4, 9.3, 9.4.1.1, 9.4.1.2 and the conformance requirements of clause 9.6 of the present document. • Conformance with W3C Web Content Accessibility Guidelines (WCAG 2.1) [5] Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.6 of the present document. • Requirements for non-web documents and non-web software are given in clauses 10 and 11 respectively. NOTE 1: When evaluating websites they are evaluated as individual web pages. Web applications, including mobile web applications, are covered under the definition of web page which is quite broad and covers all web content types. NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500:2012: "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4]. The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1). A web page satisfies a WCAG success criterion when the success criterion does not evaluate to false when applied to the web page. This implies that if the success criterion puts conditions on a specific feature and that specific feature does	**C.9.0 General (informative)** Clause 9.0 is informative only and contains no requirements requiring test.

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EN 301 549 clause	Determination of conformance
not occur in the web page, then the web page satisfies the success criterion. NOTE 3: For example, a web page that does not contain pre-recorded audio content in synchronized media will automatically satisfy WCAG success criterion 1.2.2 (captions - pre-recorded) and, in consequence, will also conform to clause 9.1.2.2. In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA. These are listed in clause 9.5 of the present document. Web authors and procurement accessibility specialists are encouraged to consider whether any of the WCAG Level AAA success criteria offer suggestions that may be applicable and relevant to their project, as well as potentially beneficial to some users. NOTE 4: 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". NOTE 5: "Void" clauses have been inserted in order to maintain alignment with the numbering of WCAG 2.1 Level A and Level AA Success Criteria.	
9.1 Perceivable	---
9.1.1 Text alternatives	---
9.1.1.1 Non-text content Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text content. **WCAG 2.1 Success Criterion 1.1.1 Non-text content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide	**C.9.1.1.1 Non-text content** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content. Result Pass: Check 1 is true Fail: Check 1 is false

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EN 301 549 clause	Determination of conformance
descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.1.1 Non-text content.
9.1.3 Adaptable	---

9.1.3.1 Info and relationships
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.
 	
WCAG 2.1 Success Criterion 1.3.1 Info and Relationships
 	
Understanding Info and Relationships
 	
How to Meet Info and Relationships
 	
(Level A)
 	
Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
	C.9.1.3.1 Info and relationships
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain

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EN 301 549 clause	Determination of conformance
	content relevant to WCAG 2.1 Success Criterion 1.3.1 Info and Relationships.
9.1.3.2 Meaningful sequence Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	**C.9.1.3.2 Meaningful sequence** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence.
9.1.3.3 Sensory characteristics Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. **WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics** Understanding Sensory Characteristics How to Meet Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. Note: For requirements related to color, refer to Guideline 1.4.	**C.9.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false

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	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.
9.1.3.4 Orientation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	**C.9.1.3.4 Orientation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.3.4 Orientation.
9.1.3.5 Identify input purpose Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. **WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose** Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	**C.9.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true

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EN 301 549 clause	Determination of conformance
	Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.
9.1.4 Distinguishable	---
9.1.4.1 Use of colour Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color** Understanding Use of Color How to Meet Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	**C.9.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.1 Use of Color.
9.1.4.2 Audio control Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.2 Audio Control. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	**C.9.1.4.2 Audio control** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.2 Audio Control. Result

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EN 301 549 clause	Determination of conformance
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.	Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.2 Audio Control.
9.1.4.3 Contrast (minimum) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum) How to Meet Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	**C.9.1.4.3 Contrast (minimum)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum).
9.1.4.4 Resize text Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.4 Resize text. **WCAG 2.1 Success Criterion 1.4.4 Resize text** Understanding Resize text How to Meet Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	**C.9.1.4.4 Resize text** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text.

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EN 301 549 clause	Determination of conformance
	Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.4 Resize text.

9.1.4.5 Images of text
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.5 Images of Text.
 	
WCAG 2.1 Success Criterion 1.4.5 Images of Text.
 	
Understanding Images of Text
 	
How to Meet Images of Text
 	
(Level AA)
 	
If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:
 	
• Customizable: The image of text can be visually customized to the user's requirements;
• Essential: A particular presentation of text is essential to the information being conveyed.
 	
Note: Logotypes (text that is part of a logo or brand name) are considered essential.
	C.9.1.4.5 Images of text
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	    1. The ICT is a web page.
	
	Procedure
	
	    1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.5 Images of Text.

9.1.4.10 Reflow
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.10 Reflow.
 	
WCAG 2.1 Success Criterion 1.4.10 Reflow
 	
Understanding Reflow
 	
How to Meet Reflow
 	
(Level AA)
 	
Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:
	C.9.1.4.10 Reflow
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	    1. The ICT is a web page.
	
	Procedure
	
	    1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.10 Reflow.

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EN 301 549 clause	Determination of conformance
• Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.	Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.10 Reflow.
9.1.4.11 Non-text contrast Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	**C.9.1.4.11 Non-text contrast** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.
9.1.4.12 Text spacing Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing.	**C.9.1.4.12 Text spacing** Type of assessment Inspection

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WCAG 2.1 Success Criterion 1.4.12 Text spacing Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.12 Text spacing.
9.1.4.13 Content on hover or focus Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • 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;	**C.9.1.4.13 Content on hover or focus** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.

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• Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other non-modal popups that display on hover and focus are examples of additional content covered by this criterion.	
9.2 Operable	---
9.2.1 Keyboard accessible	---
9.2.1.1 Keyboard Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.1 Keyboard. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	**C.9.2.1.1 Keyboard** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.1.1 Keyboard.
9.2.1.2 No keyboard trap Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap. **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap**	**C.9.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions

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Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap.
9.2.1.4 Character key shortcuts Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts (Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	**C.9.2.1.4 Character key shortcuts** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page 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 Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts.
9.2.2 Enough time	---
9.2.2.1 Timing adjustable	**C.9.2.2.1 Timing adjustable**

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Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable.
 	
WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable
 	
Understanding Timing Adjustable
 	
How to Meet Timing Adjustable
 	
(Level A)
 	
For each time limit that is set by the content, at least one of the following is true:
 	
• Turn off: The user is allowed to turn off the time limit before encountering it; or
• Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or
• Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
• Essential Exception: The time limit is essential and extending it would invalidate the activity; or
• 20 Hour Exception: The time limit is longer than 20 hours.
 	
Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable.

9.2.2.2 Pause, stop, hide
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide.
 	
WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide
 	
Understanding Pause, Stop, Hide
 	
How to Meet Pause, Stop, Hide
 	
(Level A)
 	
For moving, blinking, scrolling, or auto-updating information, all of the following are true:
	C.9.2.2.2 Pause, stop, hide
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success

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EN 301 549 clause	Determination of conformance
• Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. Note: For requirements related to flickering or flashing content, refer to Guideline 2.3. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. Note: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. Note: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.	Criterion 2.2.2 Pause, Stop, Hide. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide.
9.2.3 Seizures and physical reactions	---
9.2.3.1 Three flashes or below threshold Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold. **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A)	**C.9.2.3.1 Three flashes or below threshold** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

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EN 301 549 clause	Determination of conformance
Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold.
9.2.4 Navigable	---
9.2.4.1 Bypass blocks Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks. **WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks** Understanding Bypass Blocks How to Meet Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	**C.9.2.4.1 Bypass blocks** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks.
9.2.4.2 Page titled Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.2 Page Titled. **WCAG 2.1 Success Criterion 2.4.2 Page Titled**	**C.9.2.4.2 Page titled** Type of assessment Inspection Pre-conditions

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EN 301 549 clause	Determination of conformance
Understanding Page Titled How to Meet Page Titled (Level A) Web pages have titles that describe topic or purpose.	1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.2 Page Titled. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.2 Page Titled.
9.2.4.3 Focus Order Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.3 Focus Order. **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order How to Meet Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	**C.9.2.4.3 Focus Order** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.3 Focus Order. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.3 Focus Order.
9.2.4.4 Link purpose (in context) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)- **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)**	**C.9.2.4.4 Link purpose (in context)** Type of assessment Inspection Pre-conditions

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Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context).
9.2.4.5 Multiple ways Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.5 Multiple Ways. **WCAG 2.1 Success Criterion 2.4.5 Multiple Ways** Understanding Multiple Ways How to Meet Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	**C.9.2.4.5 Multiple ways** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.5 Multiple Ways. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.5 Multiple Ways.
9.2.4.6 Headings and labels Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. **WCAG 2.1 Success Criterion 2.4.6 Headings and Labels**	**C.9.2.4.6 Headings and labels** Type of assessment Inspection

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Understanding Headings and Labels How to Meet Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.
9.2.4.7 Focus visible Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.7 Focus Visible. **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	**C.9.2.4.7 Focus visible** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.4.7 Focus Visible.
9.2.5 Input modalities	---
9.2.5.1 Pointer gestures	**C.9.2.5.1 Pointer gestures**

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Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures.
 	
WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures
 	
Understanding Pointer Gestures
 	
How to Meet Pointer Gestures
 	
(Level A)
 	
All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.
 	
Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	    1. The ICT is a web page.
	
	Procedure
	
	    1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures.

9.2.5.2 Pointer cancellation
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation.
 	
WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation
 	
Understanding Pointer Cancellation
 	
How to Meet Pointer Cancellation
 	
(Level A)
 	
For functionality that can be operated using a single pointer, at least one of the following is true:
 	
• No Down-Event: The down-event of the pointer is not used to execute any part of the function;
• Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;
• Up Reversal: The up-event reverses any outcome of the preceding down-event;
• Essential: Completing the function on the down-event is essential.
 	
Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.
	C.9.2.5.2 Pointer cancellation
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	    1. The ICT is a web page.
	
	Procedure
	
	    1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation.

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Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).	
9.2.5.3 Label in name Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name. **WCAG 2.1 Success Criterion 2.5.3 Label in Name** Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the start of the name.	**C.9.2.5.3 Label in name** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.5.3 Label in Name.
9.2.5.4 Motion actuation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity.	**C.9.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result Pass: Check 1 is true Fail: Check 1 is false

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	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 2.5.4 Motion Actuation.
9.3 Understandable	---
9.3.1 Readable	---
9.3.1.1 Language of page Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.1 Language of Page. **WCAG 2.1 Success Criterion 3.1.1 Language of Page** Understanding Language of Page How to Meet Language of Page (Level A) The default human language of each Web page can be programmatically determined.	**C.9.3.1.1 Language of page** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.1 Language of Page. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.1.1 Language of Page.
9.3.1.2 Language of parts Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.2 Language of Parts. **WCAG 2.1 Success Criterion 3.1.2 Language of Parts** Understanding Language of Parts How to Meet Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and	**C.9.3.1.2 Language of parts** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success

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EN 301 549 clause	Determination of conformance
words or phrases that have become part of the vernacular of the immediately surrounding text.	Criterion 3.1.2 Language of Parts. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.1.2 Language of Parts.
9.3.2 Predictable	---

9.3.2.1 On focus
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.1 On Focus.
 	
WCAG 2.1 Success Criterion 3.2.1 On Focus
 	
Understanding On Focus
 	
How to Meet On Focus
 	
(Level A)
 	
When any user interface component receives focus, it does not initiate a change of context.
	C.9.3.2.1 On focus
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	    1. The ICT is a web page.
	
	Procedure
	
	    1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.2.1 On Focus.

9.3.2.2 On input Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A)	**C.9.3.2.2 On input** Type of assessment Inspection Pre-conditions 1. The ICT is a web page.

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EN 301 549 clause	Determination of conformance
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.	Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.2 On Input. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.2.2 On Input.
9.3.2.3 Consistent navigation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation. **WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation** Understanding Consistent Navigation How to Meet Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	**C.9.3.2.3 Consistent navigation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation.
9.3.2.4 Consistent identification Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.4 Consistent Identification. **WCAG 2.1 Success Criterion 3.2.4 Consistent Identification** Understanding Consistent Identification	**C.9.3.2.4 Consistent identification** Type of assessment Inspection Pre-conditions

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EN 301 549 clause	Determination of conformance
How to Meet Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.4 Consistent Identification. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.2.4 Consistent Identification.
9.3.3 Input assistance	---
9.3.3.1 Error identification Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.9.3.3.1 Error identification** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.3.1 Error Identification.
9.3.3.2 Labels or instructions	**C.9.3.3.2 Labels or instructions**

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EN 301 549 clause	Determination of conformance
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.
9.3.3.3 Error suggestion Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	**C.9.3.3.3 Error suggestion** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.

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EN 301 549 clause	Determination of conformance

9.3.3.4 Error prevention (legal, financial, data)
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data).
 	
WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)
 	
Understanding Error Prevention (Legal, Financial, Data)
 	
How to Meet Error Prevention (Legal, Financial, Data)
 	
(Level AA)
 	
For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:
 	
• Reversible: Submissions are reversible.
• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.
	C.9.3.3.4 Error prevention (legal, financial, data)
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data).
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data).

9.4 Robust	---
9.4.1 Compatible	---

9.4.1.1 Parsing
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.1 Parsing.
 	
WCAG 2.1 Success Criterion 4.1.1 Parsing
 	
Understanding Parsing
 	
How to Meet Parsing
 	
(Level A)
 	
In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
	C.9.4.1.1 Parsing
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.1 Parsing.
	
	Result

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EN 301 549 clause	Determination of conformance
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.	Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 4.1.1 Parsing.

9.4.1.2 Name, role, value
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value.
 	
WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value
 	
Understanding Name, Role, Value
 	
How to Meet Name, Role, Value
 	
(Level A)
 	
For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.
 	
Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.
	C.9.4.1.2 Name, role, value
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false
	
	Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value.

9.4.1.3 Status messages
 	
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.3 Status Messages.
 	
WCAG 2.1 Success Criterion 4.1.3 Status Messages
 	
Understanding Status Messages
 	
How to Meet Status Messages
 	
(Level AA)
 	
In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.
	C.9.4.1.3 Status messages
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	   1. The ICT is a web page.
	
	Procedure
	
	   1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.3 Status Messages.

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EN 301 549 clause	Determination of conformance
	Result Pass: Check 1 is true Fail: Check 1 is false Not applicable: Pre-condition 1 is not met or the web page does not contain content relevant to WCAG 2.1 Success Criterion 4.1.3 Status Messages.
9.5 WCAG 2.1 AAA Success Criteria In addition to the Level AA success criteria, included in clauses 9.1 to 9.4, the Web Content Accessibility Guidelines include success criteria for Level AAA. These are listed in Annex - Table 9.1. Web authors and procurement accessibility specialists are encouraged to consider the WCAG 2.1 Level AAA success criteria that, when it is possible to apply them, may provide access beyond that required in the present document. NOTE: 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". Refer to Table 9.1: WCAG 2.1 Level AAA Success Criteria in Annex – Tables and figures (from EN 301 549).	**C.9.5 WCAG 2.1 AAA Success Criteria** Clause 9.5 is informative only and contains no requirements requiring test.
9.6 WCAG conformance requirements Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5]: 1. Conformance level 2. Full pages 3. Complete processes 4. Only Accessibility-Supported Ways of Using Technologies 5. Non-interference NOTE 1: A Web page that meets all of requirements 9.1 to 9.4, or where a Level AA conforming alternate version (as defined in WCAG 2.1 [5]) is provided, will meet conformance requirement 1. NOTE 2: According to W3C: "WCAG 2.1 extends Web Content Accessibility Guidelines 2.0 [4], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0, and therefore to policies that reference WCAG 2.0" [4]. NOTE 3: Conformance requirement 5 states that all content on the page, including content that is not otherwise relied	**C.9.6 WCAG conformance requirements** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "1: Conformance level" at Level AA. 2. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "2: Full pages". 3. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "3: Complete processes".

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EN 301 549 clause	Determination of conformance
upon to meet conformance, meets clauses 9.1.4.2, 9.2.1.2, 9.2.2.2 and 9.2.3.1.	4. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "4: Only Accessibility-Supported Ways of Using Technologies". 5. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "5: Non-interference". Result Pass: All checks are true Fail: Any check is false Not applicable: Pre-condition 1 is not met.

Annex – Chapter 14 Conformance

Conformance to the present document is achieved by meeting all the applicable requirements, these are clauses containing the word "shall". Those clauses containing the word "should" are recommendations and are not required for conformance.

All clauses except those in clause 12 are self-scoping. This means they are introduced with the phrase 'Where ICT <pre-condition>'. A requirement is met when the pre-condition is true and the corresponding test (in Annex C) is passed. When one of the pre-conditions is false the requirement is not applicable. Consequently, the result of the tests in Annex C can be: not applicable, pass, fail, or (in exceptional circumstances) not testable.

ICT is often comprised of an assembly of two or more items of ICT. In some cases, two or more interoperable items of ICT may together meet more requirements of the standard when one item complements the functionality of the other and the sum together meets more of the accessibility requirements. However, combining two items of ICT, both of which fail to meet any particular requirement, will not lead to a combined ICT system that meets that requirement.

The present document does not prioritize requirements.

NOTE 1: Conformance with the accessibility requirements could be affected by subsequent implementation or maintenance.

NOTE 2: Sampling is frequently required on complex ICT when there are too many instances of the object to be tested. The present document cannot recommend specific ICT evaluation sampling techniques as these are context specific.

The inherent nature of certain situations makes it impossible to make reliable and definitive statements that accessibility requirements have been met. In those situations therefore, the requirements in the present document are not applicable:

- when the product is in a failure, repair or maintenance state where the ordinary set of input or output functions are not available;
- during those parts of start-up, shutdown, and other state transitions that can be completed without user interaction.

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NOTE 3: Even in the above situations, it is best practice to apply requirements in the present document wherever it is feasible and safe to do so.

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".

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[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 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 TR 101 551: "Guidelines on the use of accessibility award criteria suitable for public procurement of 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 9241-11:2018: "Ergonomics of human-system interaction - Part 11: Usability: Definitions and concepts".

[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] Void.

[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] Section 508 of the United States Rehabilitation Act of 1973, revised 2017.

NOTE: Available at https://www.section508.gov/manage/laws-and-policies.

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[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 http://www.w3.org/TR/wcag2ict/.

[i.27] M 554 Commission Implementing Decision C(2017)2585 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/CEN/CENELEC EN 301 549 (V2.1.2) (August 2018): "Accessibility requirements for ICT products and services".

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

[i.31] ISO/IEC TS 20071-25:2017: "Information technology - User interface component accessibility - Part 25: Guidance on the audio presentation of text in videos, including captions, subtitles and other on-screen text".

[i.32] W3C Recommendation (September 2015): "Authoring Tool Accessibility Guidelines (ATAG) 2.0".

NOTE: Available at http://www.w3.org/TR/ATAG20/.

[i.33] W3C Recommendation (September 2015): "User Agent Accessibility Guidelines (UAAG) 2.0".

NOTE: Available at http://www.w3.org/TR/UAAG20/.

[i.34] ISO 21542:2011: "Building construction - Accessibility and usability of the built environment".

[i.35] ISO/IEC Guide 71:2014: "Guide for addressing accessibility in standards".

[i.36] Recommendation ITU-T T.140 (1988): "Protocol for multimedia application text conversation".

[i.37] Recommendation ITU-T F.703 (2000): "Multimedia conversational services".

[i.38] W3C WebSchemas/Accessibility 2.0.

NOTE: Available at https://www.w3.org/wiki/WebSchemas/Accessibility.

[i.39] Void.

[i.40] Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC.

Annex – Definition of terms, symbols and abbreviations (from EN 301 549)

3.1 Terms

For the purposes of the present document, the terms 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 user needs, characteristics and capabilities, to achieve identified goals in identified contexts of use (from ISO 9241-11:2018 [i.15])

NOTE 1: Context of use includes direct use or use supported by assistive technologies.

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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.

access space: space intended to be occupied by the person, including their Assistive Technology, while they are using the product

Assistive Listening Devices (ALDs): devices that help separate the sounds, particularly speech, that a person wants to hear from background noise by bringing sound directly into the ear

NOTE: These are often found in meetings and public venues such as plays, concerts and places of worship. They can also be used at home with televisions and other products with auditory output.

Assistive Technology (AT): equipment, product system, hardware, software or service that is used to increase, maintain or improve capabilities of individuals (from ISO/IEC Guide 71:2014 [i.35])

NOTE 1: Assistive technology is an umbrella term that is broader than assistive products.

NOTE 2: Assistive technology can include assistive services, and professional services needed for assessment, recommendation and provision.

NOTE 3: 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. This is an additional note, not included in ISO/IEC Guide 71:2014 [i.35].

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.

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context of use: combination of users, goals and tasks, resources, and environment. (from ISO 9241-11:2018 [i.15])

NOTE: The "environment" in a context of use includes the technical, physical, social, cultural and organizational environments.

document: logically distinct assembly of content (such as a file, set of files, or streamed media) that functions as a single entity rather than a collection, that is not part of software and that does not include its own user agent (after WCAG2ICT [i.26])

NOTE 1: A document always requires a user agent to present its content to the user.

NOTE 2: Letters, e-mail messages, spreadsheets, books, pictures, presentations, and movies are examples of documents.

NOTE 3: Software configuration and storage files such as databases and virus definitions, as well as computer instruction files such as source code, batch/script files, and firmware, are examples of files that function as part of software and thus are not examples of documents. If and where software retrieves "information and sensory experience to be communicated to the user" from such files, it is just another part of the content that occurs in software and is covered by WCAG2ICT like any other parts of the software. Where such files contain one or more embedded documents, the embedded documents remain documents under this definition.

NOTE 4: A collection of files zipped together into an archive, stored within a single virtual hard drive file, or stored in a single encrypted file system file, do not constitute a single document when so collected together. The software that archives/encrypts those files or manages the contents of the virtual hard drive does not function as a user agent for the individually collected files in that collection because that software is not providing a fully functioning presentation of that content.

NOTE 5: Anything that can present its own content without involving a user agent, such as a self-playing book, is not a document but is software.

NOTE 6: A single document may be composed of multiple files such as the video content and closed caption text. This fact is not usually apparent to the end-user consuming the document/content.

NOTE 7: An assembly of files that represented the video, audio, captions and timing files for a movie is an example of a document.

NOTE 8: A binder file used to bind together the various exhibits for a legal case would not be a document.

NOTE 9: Documents may contain sub-documents.

embedded: directly included in the content that is downloaded to the user agent and its extension, and is intended to be used in rendering the web page

NOTE: Something that is downloaded using a mechanism on the web page but is not used in rendering the page is not "embedded" in the page.

ICT network: technology and resources supporting the connection and operation of interconnected ICT

Information and Communication Technology (ICT): technology, equipment, or interconnected system or subsystem of equipment for which the principal function is the creation, conversion, duplication, automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, reception, or broadcast of data or information

NOTE: Examples of ICT are web pages, electronic content, telecommunications products, computers and ancillary equipment, software including mobile applications, information kiosks and transaction

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machines, videos, IT services, and multifunction office machines which copy, scan, and fax documents.

mechanically operable part: operable part that has a mechanical interface to activate, deactivate, or adjust the ICT

NOTE: Examples of mechanically operable parts include scanner covers, notebook docking stations and lids as well as physical switches and latches.

mechanism for private listening: auditory output designed so that only the current user can receive the sound

NOTE: Personal headsets, directional speakers and audio hoods are examples of mechanisms for private listening.

non-text content: content that is not a sequence of characters that can be programmatically determined or where the sequence is not expressing something in human language (after WCAG 2.1 [5])

non-web document: document that is not a web page, not embedded in web pages nor used in the rendering or functioning of the page

non-web software: software that is not a web page, not embedded in web pages nor used in the rendering or functioning of the page

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 1: 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.

NOTE 2: Operable parts do not include parts involved only in maintenance or repair or other actions that are not expected of a typical user if the product is not malfunctioning. These actions include: clearing paper jams internal to the machine, replacing items or parts internal to the machine that may expose the end user to sharp or hot surfaces, replacing or repairing items designated by manufacturers as service or maintenance items in user documentation.

platform software (platform): 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 (RTT): 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

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NOTE 1: Users will perceive communication as continuous if the delay between text being created by the sender and received by the recipient is less than 500 ms. However, the actual delay will be dependent on the communication network.

NOTE 2: The creation of text will differ between systems where text is entered on a word-by-word basis (e.g. speech-to-text and predictive-text based systems) and systems where each character is separately generated (e.g. typing on a physical keyboard).

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

single user connection: connection that consists of sound, RTT or video (or a combination of two or three of those media) that is established by a single user action

NOTE: Even though the different media may travel over different channels, and more than one piece of hardware may be involved, it appears to the user like a single connection, and is treated by any intermediate technologies (e.g. network, auto-reception) as a single connection for purposes such as transfer.

spoken captions/subtitles audio captions/subtitles: captions/subtitles that are voiced over the audiovisual content (from ISO/IEC TS 20071-25 [i.31])

stationary ICT: ICT that stands on the floor, or is mounted on a wall or other immovable structure, and is not intended to be moved by its user

NOTE 1: Typically, stationary ICT rests on the ground (such as an information kiosk) or is installed in a wall (such as a machine that dispenses cash or performs other banking services).

NOTE 2: A manufacturer cannot control the height of ICT that is put on a table by someone else, but they are able to control the reach dimensions of self-contained ICT that rests on the ground and can specify the heights for installation in walls.

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.

turn-taking: type of organization in conversation and discourse where participants speak one at a time in alternating turns

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])

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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 Symbols

Void

3.3 Abbreviations

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

ANSI American National Standards Institute

AT Assistive Technology

ATAG Authoring Tool Accessibility Guidelines (of W3C)

CEN Comité Européen de Normalisation (no English Term)

CSS Cascading Style Sheets

DOM Document Object Model

EFTA European Free Trade Area

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

ISO International Organization for Standardization

ITU-T International Telecommunication Union - Telecommunication standardization sector

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

LED Light Emitting Device

ODF Open Document Format

OOXML Office Open eXtensible Markup Language

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PSTN Public Switched Telephone Network

QVGA Quarter Video Graphics Array

RFC Request For Comment

RTT Real-Time Text

SIP Session Initiation Protocol

UAAG User Agent Accessibility Guidelines (of W3C)

URI Uniform Resource Identifier

USB Universal Serial Bus

VGA Video Graphics Array

VOIP Voice Over IP

W3C World Wide Web Consortium

WAI Web Accessibility Initiative

WCAG Web Content Accessibility Guidelines (of W3C)

WLAN Wireless Local Access Network

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

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- 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.

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ANNEX "E"

ICT ACCESSIBILITY EVALUATION
Template generated 2023-11-29

Information and Communications Technology (ICT) Accessibility Conformance Report (EN 301 549 v3.2.1)

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Declaration

The form below refers to *<Name and version of ICT under evaluation>*.

It has been completed by *<Name of evaluator / team>* on *<Date>.*

The following tools or methods were used during evaluation:

- Operating systems: Microsoft Windows 10
- Browsers: *<List all browsers and versions, e.g. Internet Explorer 11, Firefox 79>*
- Adaptive technology: *<List all AT, e.g. NVDA 2020.2>*
- Manual code inspection
- Keyboard-only testing

Summary of results

The conformance score for this ICT is *<Conformance score>*%.

Explanation of the table columns

The format closely follows the ITI Voluntary Product Accessibility Template® (VPAT®) EU. Note that cells containing hyphens (---) are not to be filled in.

- **"EN 301 549 clause"** includes the numbers and names of EN 301 549 v3.2.1 clauses that have been evaluated for the ICT product or service. EN 301 549 clauses that do not contain testable requirements or provided informative texts only have been excluded.

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- **"Supports?"** is to be filled in by the evaluator with one of the following terms:
  - **Supports**: The functionality of the product or service has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
  - **Partially Supports**: Some functionality of the product or service does not meet the criterion.
  - **Does Not Support**: The majority of product or service functionality does not meet the criterion.
  - **Not Applicable**: The criterion is not relevant to the product or service.
- **"Points"** is to be filled in by the evaluator with one of the following numbers:
  - **If "Supports" or "Not Applicable"**: 1
  - **If "Partially Supports"**: 0.5
  - **If "Does Not Support"**: 0
- **"Explanations"** is to be filled in by the evaluator and should explain the evaluator's response to "Supports?".
  - **If "Supports"**: No response required.
  - **If "Partially Supports" or "Does Not Support"**: Explain what functions fail to meet the criterion and accessible alternatives provided.
  - **If "Not Applicable"**: Explain why the criterion does not apply.

Scope of testing

Clauses 5.2, 7.1.1, 9.1.1.1, 9.1.3.1, 9.1.3.2, 9.1.3.3, 9.1.3.4, 9.1.3.5, 9.1.4.1, 9.1.4.2, 9.1.4.3, 9.1.4.4, 9.1.4.5, 9.1.4.10, 9.1.4.11, 9.1.4.12, 9.1.4.13, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.2.1, 9.2.2.2, 9.2.3.1, 9.2.4.1, 9.2.4.2, 9.2.4.3, 9.2.4.4, 9.2.4.5, 9.2.4.6, 9.2.4.7, 9.2.5.1, 9.2.5.2, 9.2.5.3, 9.2.5.4, 9.3.1.1, 9.3.1.2, 9.3.2.1, 9.3.2.2, 9.3.2.3, 9.3.2.4, 9.3.3.1, 9.3.3.2, 9.3.3.3, 9.3.3.4, 9.4.1.1, 9.4.1.2 and 9.4.1.3 have been evaluated for this ICT.

Testing results

EN 301 549 clause	Supports?	Points	Explanation
5.2 Activation of accessibility features			
7.1.1 Captioning playback			
9.1.1.1 Non-text content			
9.1.3.1 Info and relationships			
9.1.3.2 Meaningful sequence			
9.1.3.3 Sensory characteristics			
9.1.3.4 Orientation			
9.1.3.5 Identify input purpose			
9.1.4.1 Use of colour			
9.1.4.2 Audio control			
9.1.4.3 Contrast (minimum)			

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EN 301 549 clause	Supports?	Points	Explanation
9.1.4.4 Resize text			
9.1.4.5 Images of text			
9.1.4.10 Reflow			
9.1.4.11 Non-text contrast			
9.1.4.12 Text spacing			
9.1.4.13 Content on hover or focus			
9.2.1.1 Keyboard			
9.2.1.2 No keyboard trap			
9.2.1.4 Character key shortcuts			
9.2.2.1 Timing adjustable			
9.2.2.2 Pause, stop, hide			
9.2.3.1 Three flashes or below threshold			
9.2.4.1 Bypass blocks			
9.2.4.2 Page titled			
9.2.4.3 Focus Order			
9.2.4.4 Link purpose (in context)			
9.2.4.5 Multiple ways			
9.2.4.6 Headings and labels			
9.2.4.7 Focus visible			
9.2.5.1 Pointer gestures			
9.2.5.2 Pointer cancellation			
9.2.5.3 Label in name			
9.2.5.4 Motion actuation			
9.3.1.1 Language of page			
9.3.1.2 Language of parts			
9.3.2.1 On focus			
9.3.2.2 On input			
9.3.2.3 Consistent navigation			
9.3.2.4 Consistent identification			
9.3.3.1 Error identification			
9.3.3.2 Labels or instructions			

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EN 301 549 clause	Supports?	Points	Explanation
9.3.3.3 Error suggestion			
9.3.3.4 Error prevention (legal, financial, data)			
9.4.1.1 Parsing			
9.4.1.2 Name, role, value			
9.4.1.3 Status messages			
Total points	---		Sum of points above
Maximum points	---	47	Number of criteria above
Conformance score %	---		Total points * 100 / Maximum points