



Commonwealth of Massachusetts

Executive Office of Technology Services and Security (EOTSS)

Accessibility Center for Education, Consultation, and Support Services (ACCESS)

Planning for Accessibility During the Procurement of Digital Products and Services Checklist

Overview

The [Enterprise Digital Accessibility Policy](#) drives ongoing efforts to make Massachusetts digital assets accessible and usable by all persons as required by state and federal laws. Where a third-party is contracted to deliver digital products or services to an executive department office or agency of the Commonwealth, such products and services must meet specific technical [Digital Accessibility Standards](#).

This checklist should be used to ensure digital accessibility is embedded into all phases of procurement, deployment, and maintenance of a digital product or service delivered by a third-party.

Getting Started

- ☐ Identify a digital accessibility subject matter expert such as the [Secretariat IT Accessibility Officer \(SAIO\)](#) for your respective office or agency and know how to contact them for support.
- ☐ Know the [Digital Accessibility Standards](#) that apply to the digital products and/or services you are procuring.
- ☐ Plan additional time for due diligence accessibility activities such as digital accessibility testing, review of Accessibility Conformance Reports (ACRs), and vendor presentations to learn about the vendor's approach to digital accessibility.
- ☐ Budget for digital accessibility testing prior to deployment.

Market Research

- ☐ Conduct market research of potential vendors including reviewing their websites for accessibility statements, policies, standards, and any public-facing ACRs.
- ☐ Conduct [Level 1 Automated Accessibility Testing](#) of vendors' homepages.

Solicitation

- ☐ Include a link to the [Vendor Digital Accessibility Contract Language](#) in RFRs and RFQs so bidders are informed of their digital accessibility responsibilities during the bidding process and thereafter if named as the successful bidder.
- ☐ Collect responses to the [Vendor Digital Accessibility Questionnaire](#) to better understand each vendor's capabilities at building and delivering accessible digital products.
- ☐ Collect a current ACR created using the [Voluntary Product Accessibility Template \(VPAT\)](#) to better understand the extent to which the digital product conforms with [Digital Accessibility Standards](#).
- ☐ Collect a [Digital Accessibility Roadmap](#) from the vendor that includes a description of any known Accessibility Violations and target dates for remediation.
- ☐ Request the vendor provide a demonstration of accessibility capabilities and compatibilities with assistive technology.

Bidder Selection

- ☐ With support from the [SAIO](#), determine the confidence level of each bidder to deliver an accessible digital product that meets the Digital Accessibility Standards.
- ☐ To determine confidence level, consider (1) each bidder's response to the [Vendor Digital Accessibility Questionnaire](#), (2) VPAT/ACR, (3) any accessibility testing reports provided by the vendor and/or conducted by the Commonwealth, (4) any [Digital Accessibility Roadmaps](#), and (5) vendors' demonstration of accessibility capabilities and compatibilities with assistive technology.
- ☐ **Use the following confidence level definitions:**

High

A high confidence level means the vendor has a demonstrated track record of developing and delivering accessible digital products or services. The vendor has an established digital accessibility practice with documented policies and/or procedures in place, a dedicated digital accessibility lead, and staffing with expertise to support digital accessibility initiatives. The digital product or service being procured is free of any critical or serious Accessibility Violations and any medium or minor violation is included on an Accessibility Roadmap with a target date for remediation.

Medium

A medium confidence level means the vendor has some demonstrated capabilities in developing and delivering accessible digital products or services. The vendor has some established digital accessibility processes in place and is actively working to

mature its digital accessibility practice, The vendor is transparent of any Accessibility Violations within its products or services, is working to remediate such violations, and will include them on an Accessibility Roadmap with target dates for remediation.

Low

A low confidence level means that the vendor has demonstrated little to no capabilities at developing and delivering accessible digital products or services. The vendor has no established policies or practices and little to no internal expertise in digital accessibility. The digital products or services being procured have several critical or serious Accessibility Violations and there is no concrete plan to remediate such violations. The vendor is resistant to creating a Digital Accessibility Roadmap or to remediating known Accessibility Violations.

Contracting

- ☐ Incorporate the [Digital Accessibility Vendor Contract Language](#) into the Statement of Work.
- ☐ Include accessibility activities and items in the Deliverable table.
- ☐ Incorporate the [Digital Accessibility Roadmap](#), if applicable, into the Agreement with target dates for remediation of any Accessibility Violations known at time of contracting.

Configuration

- ☐ If the digital product is customized, request findings from the [vendor's accessibility testing](#) throughout the customization process.
- ☐ Request updates from vendor on their progress in resolving items on a [Digital Accessibility Roadmap](#), if applicable.

Delivery

- ☐ Prior to delivery of the final digital product, request [Written Validation of remediation and compliance](#) with the [Digital Accessibility Standards](#).

Prior to Go Live

- ☐ Conduct [digital accessibility testing](#) of the deliverable to corroborate vendor's claims and to ensure the deliverable is usable and compatible with assistive technology.
- ☐ For any outstanding Accessibility Violations not fully remediated prior to deployment, the project manager must submit an [Exception Request](#) to their

respective [SAIO](#) prior to going live. If granted, a Mitigation Plan must be put in place while work to remediate remaining violations continues.

Maintenance

- ☐ Include the digital product in regularly scheduled accessibility audits or monitoring activities.
- ☐ Conduct [digital accessibility testing](#) whenever new versions of the product are released.
- ☐ Notify the vendor of any Accessibility Violations that become known during the term of the Agreement and request prompt remediation.

Contract Renewal

- ☐ Before renewing any contract, consider the vendor's demonstrated capabilities at delivering an accessible digital product, their timeliness at remediating any identified Accessibility Violations, and general cooperation throughout the term of the Agreement.
- ☐ If the vendor has fallen short in meeting its digital accessibility obligations, research additional products and services, following this guidance.

Document Change Control

Version No.	Revised by	Effective Date	Description of Changes
1.0	ACCESS Team	August 1, 2025	Initial document