Commonwealth of Massachusetts

Executive Office of Technology Services and Security (EOTSS)

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

Vendor Digital Accessibility Questionnaire

Instructions for Bidder/Vendor: Provide responses to the following questions. Attach additional documents where applicable.

Bidder Information

1. Does your company have a Digital Accessibility Policy?

   Yes   No

   If yes, please provide a copy of your Digital Accessibility Policy.

2. Does your company incorporate accessibility requirements into existing policies?

   Yes   No

   Please explain.

3. Does your company have an employee in a role dedicated to oversight and management of digital accessibility activities?

   Yes   No

   If yes, what percentage of the role is reserved for digital accessibility? (e.g. 50%, 70%, 100%).

   If yes, provide the person's title and department.

4. Does your company have staff with digital accessibility knowledge, skills, and experience?

    Yes   No

If yes, please include their titles, level of experience, expertise, and any digital accessibility certifications.

5. Does your company use an outside digital accessibility firm to support digital accessibility activities?

    Yes   No

If yes, please provide the name of the digital accessibility firm and the type of support they provide.

Digital Product Development Lifecycle

6. Does your company integrate accessibility into your design and development lifecycle?

    Yes   No

Please explain.

7. Does your company include people with disabilities in your product development lifecycle?

    Yes   No

    Please explain.

8. Does your company include accessibility testing in your development lifecycle?

    Yes   No

    If yes, describe your testing methods including when accessibility testing occurs.

    If yes, please list the assistive technologies and tools you use (e.g., JAWS, NVDA, VoiceOver, ZoomText, keyboard-only navigation, high contrast mode, color contrast analyzer, WAVE, ANDI, other).

    If yes, do you include people with disabilities who use assistive technologies in accessibility testing?

    Yes   No

9. Do you have an intake and prioritization process for accessibility issues?

    Yes   No

    If yes, please describe.

Digital Product or Service

The following questions are specific to the digital product or service to be delivered by the Bidder in connection with the solicitation.

10. Can you provide a demonstration of your digital product or service's accessibility including compatibility with assistive technology?

    Yes   No

    Please explain:

11. Do you have a current Accessibility Conformance Report (ACR) for your digital product?

    Yes   No

    If yes, please provide a copy of the ACR.

    If yes, was the ACR created internally or by an external digital accessibility firm?

        Internal   External

If internal, please describe the methods used to create the ACR.

If external, please identify the accessibility firm that created the ACR.

If yes, how often do you update the ACR? (e.g., monthly, quarterly, annually, every 2 years, major release, any release, etc.).

12. For any known Accessibility Violation in your digital product or service, do you have an Accessibility Roadmap or plan with timeline for remediation of each issue?

    Yes   No

If yes, please provide a copy of the roadmap or plan.

13. If the digital product or service generates digital content (e.g., documents, videos, online forms, or dashboards), has the output been tested for accessibility?

    Yes   No

If yes, please identify the digital output and testing method.

14. Does your digital product or service include any proposed third-party integrations?

Yes   No

If yes, have you verified that the third-party integration is accessible?

Yes   No

Please explain.

If yes, please provide an ACR for each proposed third-party product.

15. Does your company have procedures in place to maintain the accessibility of your digital product during the term of the contract?

Yes   No

If yes, please describe your maintenance procedures.