Accessible Procurement Cheat Sheet

One of the most important actions to improve the accessibility of your digital estate is to ensure that future digital systems and content you are buying meet accessibility requirements from the beginning.

# What you should ask for

When advertising a project for procurement or speaking with a supplier about purchasing the product or service you should be asking them to provide proof they meet and understand the following:

[**Equality Act 2010**](https://www.gov.uk/guidance/equality-act-2010-guidance)

* Ensuring that products do not discriminate against individuals

[**Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018**](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps)

* New regulations which enforce technical compliance of web systems against WCAG 2.1

[**Web Content Accessibility Guidelines 2.1 AA Standard (WCAG 2.1 AA)**](https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag)

* Linking in with the new regulations, suppliers should be asked to prove their compliance against WCAG 2.1 AA and future updates to their system/WCAG should also be within scope

[**EN 301 549 European Accessibility Procurement Standard**](http://mandate376.standards.eu/standard)

* EN 301 549 requires web systems to align with WCAG and also covers other digital products

[**ISO 13066 Interoperability of Assistive Technologies**](https://www.iso.org/standard/53770.html)

* Providing evidence that the system works correctly with assistive technologies

[**ISO 9241-210 Ergonomics of Human-System Interaction (Optional)**](https://www.iso.org/standard/77520.html)

* Provides requirements for human-centred design principles and activities. Optional but good to discuss with suppliers as a baseline for development standards.

These should be built into the standard procurement framework, ensuring that all new products and services are fully compliant to the above standards. Suppliers should be contractually bound to these standards and should have to provide evidence of compliance after updates and changes to the product throughout its lifecycle.

For more information on the specific wording that could be included as part of a procurement, please see the [Procurement Wording Template](https://lexdis.boatwif.co.uk/wp-content/uploads/2019/07/Accessible-Procurement-TEMPLATE.docx).

# Good Questions for Suppliers

Describe your Accessibility testing process?

What is your release schedule for future accessibility features?

Are you compliant with WCAG 2.1 AA and do you have the documentation to support this?

If you are not compliant, are you aware of the accessibility issues you have and what is your roadmap to fixing them?

Have you considered not only the accessibility of your front facing product but the accessibility of the back end UI that staff will use?

Has any testing of this product been completed with screen readers or other assistive technology?

Have you done any user testing with people who have additional access needs?

Which assistive technologies do you work with?

Does your service support WCAG 2.1 for content creation?

How do users find information about the accessibility of your service?