
Our Journey to Creating an Accessible Procurement Process

Jen Bethmann, Web Accessibility Coordinator, Technology Solutions

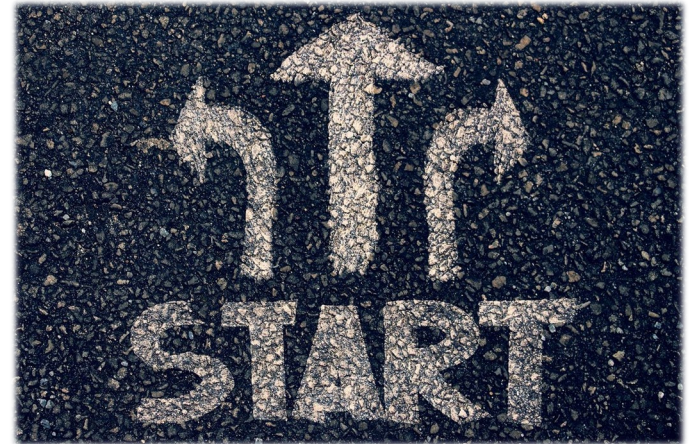
Tammie Keney, Director of Student Access and Accommodation Services

Stacy Brown, Associate Director of Purchases



How We Started

- Connects made between departments
 - WEB/Technology Solutions
 - Purchasing
 - Student Access Accommodation Services (SAAS)
 - General Council
 - ADA coordinator/ Office of Equal Opportunity and Access (OEOA)
- Getting buy in from direct leadership



Current Procurement Process

- Multiple laws in the state of Illinois
- Note the accessibility statement in contracts
 - Historically certification state law “any tech has to comply with IITAA” but in 2022 procurement relief law regulated the procurement process under 50,000. Changed law, no longer applicable for smaller contracts, rewrote
- Accessibility Review Process
- Ultimately who takes on the risk?
 - Requesting Department – acknowledge/accept risk, accommodation plan
 - Campus-wide – Accessibility Review Committee, Provost

Who is on the review committee?

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- Technology Solutions
 - Chief Information Officer
 - IT Business office
 - Web Accessibility Coordinator
 - Student Access and Accommodation Services
 - Office of Equal Opportunity and Access
 - Legal/General Counsel
 - Purchasing
 - Faculty Research
 - Academic Affairs and Provost
 - President's Cabinet



Addendum Language

Technology Accessibility: This applies to information technology contracts and is otherwise not applicable. Vendor certifies that information technology, including electronic information, software, systems and equipment (including websites and mobile applications), developed or provided under this contract comply with the applicable requirements of the Illinois Information Technology Accessibility Act Standards as published at (www.dhs.state.il.us/iitaa) 30 ILCS 587. Illinois' IITAA accessibility standards exactly match the United States' Section 508 Standards and the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. In the event that an accessibility assessment conducted or obtained by Vendor reveals an issue of non-compliance, Vendor will endeavor to correct the issue.



Accessibility Notes – [Product Name]

Review Date(s):

Vendor:

Requested by (First Last, email):

URL:

Department:

Reviewer(s):

- Jen Bethmann (jbbeth1@ilstu.edu)

Previous Reviews

Previous Review Date(s):

Initial Questions

Product Description:

Who will use this product?

- Students Faculty Staff Campus-wide/public Lab School

This software request for:

- Course/Instructional Research Something Else

How many people will see/use this product?

Is this product used primarily on:

- Desktop Mobile

Particular features used? Major tasks required for use?

This technology is:

- Required Optional Unknown

Special Instructions

Internet Search

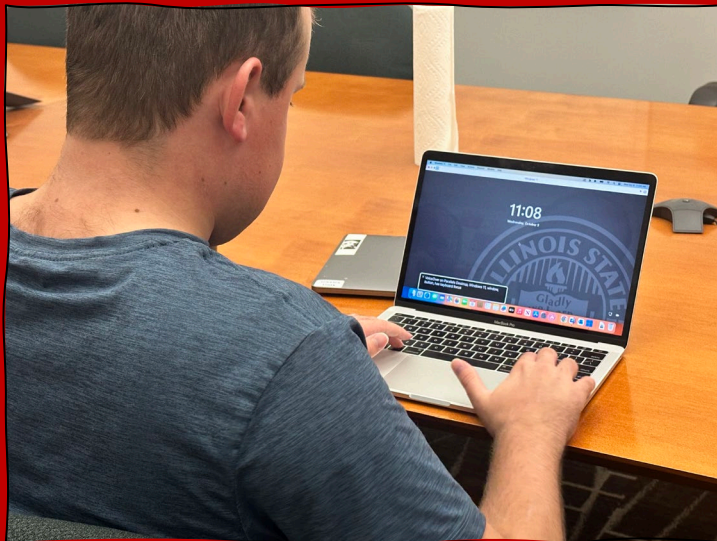
Searched terms "Product Name" + "accessibility."

Accessibility Review

- Internet Search
 - Find Voluntary Product Accessibility Template (VPAT), if not provided
 - Vendor's information
 - Accessibility related
 - Keyboard shortcuts
 - Public information
 - Other universities
 - Customer reviews
- VPAT
 - Who wrote the VPAT?
 - How detailed is the report?
- Manual Reviews
 - Who is using product?
 - How many people are using it?

Manual Reviews

Can main tasks be done independently?



What?

- Page structure
 - Headings
 - Lists
 - Tables
 - Forms
- Color contrast
- Navigating the product using only a keyboard (no mouse)
- Using common assistive technologies, like screen readers
- Screen magnification
- Alt text for images
- Captioning and transcripts for videos, podcasts, and audio content



Changes to the RPF Process



ISU utilizes a seven tab specifications workbook for all software RFPs



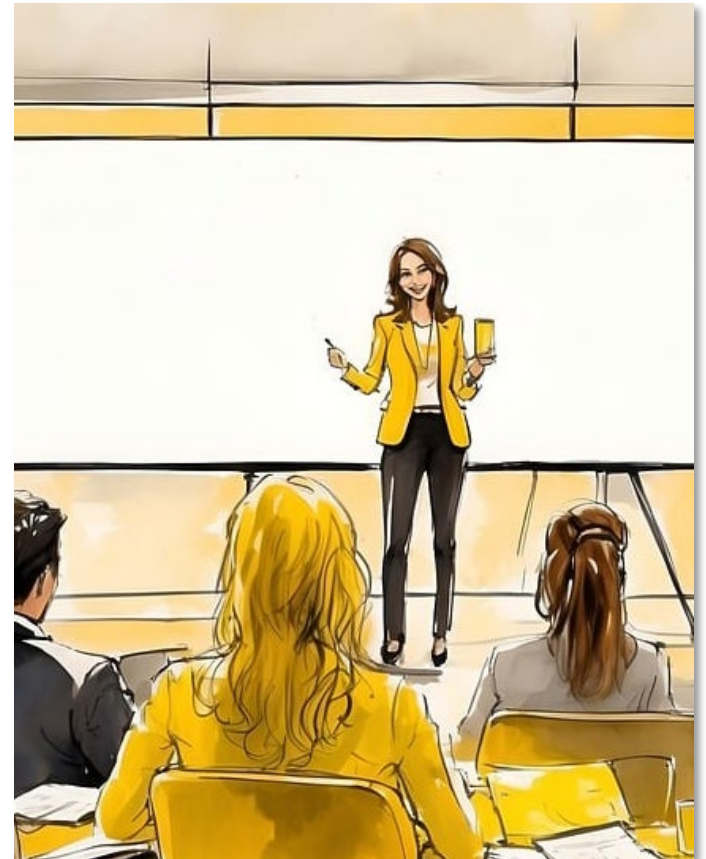
We added a specific accessibility tab to the template to ask consistent accessibility questions



The template also requires vendor provide a VPAT for review with their proposal

Improvements

- Allows us to request specific tasks in the demo to see them in action
- Allows us to request potential corrections in the Best and Final Offer
- Helps address accessibility issues early for large-scale procurements



OCR Resolution Example

Wording taken directly from a resolution agreement. The University will engage in the following activities to ensure its programs, services, and activities communicated or facilitated online are accessible to people with disabilities:

Adopt an accessibility standard within 30 days

Provide notice of how to report within 30 days

Conduct an audit within 120 days.

Engage in remediation and amend barriers within six months.

Develop a plan to maintain accessible features within one year

Lessons Learned

- Procurement is difficult!
- Frustration of faculty/staff with changes
 - Lack of transparency
 - Lack of understanding
- Audience is important.
 - Universal design in a non-universal world.
- Risk management.
- Some software cannot be accommodated
- Improve the human experience while using technology for everyone.
- Best technology in industry, shouldn't it be accessible too. Keep asking the question.



Planning for the Future



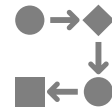
**Update
Accessibility
Policy**



**Work to meet
WCAG 2.1**
(per ADA law update)



**Educate the
campus
community**



**Continue to
Refine the
Process**

Questions?

Additional Resources



<https://help.illinoisstate.edu/accessibility/website-and-digital/additional-accessibility-resources>