

Accessible Digital Purchasing Checklist

Ensuring Accessibility

For software, web development services, and electronic applications with a user interface used to conduct University business, it's important to gather accessibility information from vendors before selecting a supplier. Doing so helps determine their familiarity with established accessibility standards and how accessibility is incorporated into their product development process.

To assess how a product conforms to these standards, request a VPAT (Accessibility Conformance Report) from the vendor prior to purchase. The VPAT should describe how the current product version meets the Web Content Accessibility Guidelines (WCAG) 2.1, Level A and Level AA. Our office is available to review the documentation and provide feedback or recommendations based on the vendor's report.

Ask Vendors to Provide the Following:

- Formal documentation** (VPAT, Accessibility Conformance Report) about how the current product version conforms to the Web Content Accessibility Guidelines 2.1 (WCAG 2.1), Level A and Level AA standards. Formal documentation is expected to be dated within the past 18 months.
- Contact information** for the designated representative at the company to address issues, questions, or the resolution of accessibility barriers in the application.
- A description of the vendor's accessibility testing process**, including the types of automated and manual tests performed, and any tools or assistive technologies used during development.
- A clear disclosure** indicating whether or not their product uses an accessibility overlay.

Accessibility Language for RFPs and Statements of Work

[View recommended language for inclusion in RFPs and Statements of Work](#) to help ensure accessibility expectations are clearly communicated to potential vendors.

Custom Development

Since no product exists at contract time, focus on evaluating how the vendor incorporates accessibility into their design and development process.

Before Finalizing a Supplier

We also recommend the following steps:

- Request an accessibility conformance report** from the vendor, unless otherwise advised by Procurement or the ITS Accessibility Office. This report—often referred to as a VPAT—should describe how the product meets WCAG 2.1, Levels A and AA.
- Submit the report** to the ITS Accessibility Office with a copy to Procurement.
- Complete the [Web or Technology Procurement Updates Form](#)** (accessibility survey). Anyone is welcome to submit this form before the VPAT is collected.

If you have questions about the report or the vendor's response, please contact the ITS Accessibility Office at accessibility@yale.edu, or select 'Yes' on the form to request a follow-up from a member of the ITS Digital Accessibility team. We're available to help interpret documentation and advise on next steps.