

# Vendor Accessibility Development Services Information Request

## Vendor Contact Information

**Vendor:** [Name]

**Date:** [Submission Date]

**Submitter:** [Submitter’s Name]

**Email**: [Email Address]

**Phone**: [Phone Number]

**Address**: [# Street, City, State, Zip Code]

## Instructions

Complete this form if your company or organization is providing one or more of the following Information and Communications Technologies (ICT) services:

* Website development services
* Web Application Development Services
* Custom development services as part of an integrated solution
* Client-based software application development services
* Other software development services containing one or more user interfaces (e.g. end user, administration)
* Creative services for ICT (e.g. web design, web content creation, electronic documentation)

Please direct any questions regarding this request to the Electronic and Information Resources Accessibility Coordinator.

### Questionnaire

1. **Describe or provide documentation regarding your organization’s key business processes that include the integration of ICT accessibility activities.** (e.g. product development, procurement, human resources, inclusive design):
2. **Describe the skills and training resources that your organization uses (internal or third party) to develop or create accessible ICT offerings**:
3. **Describe the development/creation and test tools used within your organization to produce accessible ICT offerings. Provide examples of typical project test cases for accessibility and examples of how test results are documented** (e.g. color contrast tests, keyboard only tests):
4. Describe your organizations corrective actions process(es) or system(s) for documenting, tracking, and resolving accessibility issues / defects (e.g. ticketing system, project management):
5. **Describe alternate methods for ICT products that are not compliant with accessibility technical standards.** (e.g. 24 hour / 7 day / week toll free phone support number):
6. **Provide links to example websites or other examples of ICT work that your organization has produced that meet accessibility technical standards such as US Section 508, or Web Content Accessibility Guidelines (WCAG) 2.0 AA**: