

ALL solicitations and contracts for digital assets and channels must include:

Vendors who develop and/or modify City of San Antonio (City) digital assets and channels must meet a fundamental requirement that all information and communications technology (ICT) is accessible to, and usable by, people with disabilities. This meets the City's obligations under the Americans with Disabilities Act (ADA) of 1990 (as amended 2008) and the Rehabilitation Act of 1973 and other related laws. Under these legislations, the City must provide employees and members of the public with disabilities comparable access to ICT as people who do not have disabilities.

Vendors must adhere to or exceed the following standards for ICT: Section 508 Standards and Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. Applicable standards will be determined by the Scope of Work (SOW) for each project and additional standards may be required based on the type of digital asset or channel. These standards are established as minimum requirements and Vendors are expected to deliver access at higher levels when technically feasible.

This must be included in contracts for software development.

As part of the Vendor's effort to ensure access for individuals with disabilities, the Vendor agrees to:

- i) Create baselining efforts with accessibility by providing a Voluntary Product Accessibility Template (VPAT). Implement proposed remediation solutions with the Project Manager and City's Disability Access Office. Define and agree to mutually agreed sprint capacity.
- ii) The Vendor shall develop or configure, test, stage, and release accessibility updates by applying iterative processes utilizing accessibility methodology and a frequent release cycle. This may include various testing stages incorporating testers with various types of disabilities (physical, sensory, cognitive, etc.)
- iii) Accessibility deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) Project Manager and City's Disability Access Office or designate.
- iv) All deliverables must be submitted in a format approved by the Agency contract manager.
- v) If the deliverable cannot be provided within the scheduled timeframe, the Vendor is required to contact the Project Manager and City's Disability Access Office in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.
- vi) A request for a revised schedule must be reviewed and approved by the Project Manager and City's Disability Access Office before placed in effect. Contract Terms and Conditions may dictate remedies, costs, and other actions based on the facts related to the request for a revised schedule.
- vii) The City will complete a review of each submitted deliverable within specified working days for the date of receipt.
- viii) A kickoff meeting will be held at a location and time selected by the City where the Vendor and its staff will be introduced to the City.

ix) The Vendor assures the City:

- Content and coding updates implemented throughout the lifetime of the contract maintain accessibility.
- If accessibility is not maintained, a remediation solution and mutually defined and agreed sprint capacity will be developed with the Project Manager and City's Disability Access Office when accessibility barriers are identified within the first 12 months after customer receipt of final product.
- Timeline for remediation must be within the contract length.
- Additional accessibility testing will be required to ensure conformance with accessibility standards and guidelines.
- Implementation of accessibility remediation solutions required due to content and coding updates will be at no cost to the customer.