



Voluntary Product Accessibility Template (VPAT)

SJSU Guide to Completing the VPAT	2
Instructions	2
Background	2
Why Does my Firm Need to Fill Out This Voluntary Form?	3
Vendor Responsibility	3
How the VPAT is Organized	3
Understanding the Columns	4
Summary Table	4
Section 1194.xx Table	4
What Information Do I Enter in Columns 2 and 3?	4
Supporting Features (second column)	4
Remarks & Explanations (third column)	5
Typical Scenario for Completing a VPAT	5
The VPAT	6
Summary Table	7
Section 1194.21 Software Applications and Operating Systems	8
Section 1194.22 Web-based Internet information and applications	9
Section 1194.23 Telecommunications Products	11
Section 1194.24 Video and Multi-media Products	14
Section 1194.25 Self-Contained, Closed Products	15
Section 1194.26 Desktop and Portable Computers	17
Section 1194.31 Functional Performance Criteria	17
Section 1194.41 Information, documentation, and support	18
Signature	19

SJSU Guide to Completing the VPAT

Instructions

This VPAT must be completed and signed by a company representative with sufficient technical knowledge of the Electronic & Information Technology (E&IT) product or service. A bid or proposal without an attached completed VPAT may be disqualified from competition. Such decision is at the sole discretion of SJSU's Procurement and Support Services and cannot be appealed.

- Complete this VPAT in its entirety. Determine which technical requirements and subsections are applicable for the product. For sections that do not apply, indicate "N/A".
- A separate VPAT must be completed for each unique E&IT product on the acquisition. VPATs referencing a product line will not be accepted, as individual models may be different in their compliance with the standards.
- The authorized company representative who fills out this form is making certification to SJSU of the information s/he provides.
- The company representative must sign and return a VPAT for each unique E&IT product. Submissions will be time-stamped. Late submissions will not be accepted. *Please return the completed VPAT to:*

ADA Compliance Office, San José State University
One Washington Square, Administrative Building 114, San José, CA 95192-0168
Phone: 408-924-5880; Fax: 408-924-5999; TTY 408-924-5990
<http://www.adacompliance.sjsu.edu/>; adacompliance@drc.sjsu.edu

- The ADA Compliance Office reviews and evaluates an electronic and information technology product or service against Section 508 accessibility standards. No action will be taken by SJSU Procurement & Support Services on the quote, bid or proposal by your firm until the VPAT evaluation is completed by the ADA Compliance Office.

You are not allowed to make reference to SJSU or the CSU nor use any logos, seals, or other images related without the express written consent of SJSU. State laws and CSU provisions prohibit the endorsement of specific products or for the university to certify compliance other than for SJSU acquisition.

Background

The VPAT is the product of a partnership between the Information Technology Industry Council and the U.S. General Services Administration to develop an industry-standard rubric for documenting the extent to which E&IT products conform to Section 508 accessibility standards. The term "voluntary" refers to the fact that only those vendors who wish to sell products to the federal or state government require a VPAT. For the CSU system, VPATs are required for all E&IT procurements.

Under California state laws, the CSU system is committed to ensuring that all of its programs and services are accessible and usable by all students, staff, and faculty, including those with disabilities. A critical component of this effort involves ensuring that all E&IT products meet recognized accessibility and usability standards, including Section 508 of the Rehabilitation Act (<http://www.section508.gov/>), at the time of procurement or adoption.

Why Does my Firm Need to Fill Out This Voluntary Form?

While this form is voluntary, the acquisition that is being evaluated by the university falls within its accessibility requirements. Section 508 standards constitute an additional set of requirements to be evaluated and will be considered among all other procurement requirements in reaching an award decision. All other requirements that are still relevant will be evaluated as well. The contract award will be made to the vendor proposing the commercial product that provides the greatest degree of compliance while satisfying other legal, policy and functional requirements.

The university acquires items required by law and those that represent the best value to the university in meeting its needs. The best value is not necessarily the lowest priced proposal. SJSU will choose the product that satisfactorily meets the technical and functional requirements and that "best meets the standards" (see 36 CFR 1194.2[b]) unless an exception applies. The product SJSU selects may be the product that meets the most applicable technical provisions, but alternatively it could be one that meets fewer technical provisions but better addresses the accessibility needs of the intended end users. A best value award made for a product that is not the most accessibly designed of those proposed shall be fully documented and based on sound business principles.

SJSU reserves the right to perform real-world testing of a vendor's product or service in order to validate vendor claims regarding Section 508 conformance. In order to facilitate this testing, the vendor shall, upon request, provide to the SJSU a copy of the product being considered for purchase for a period of at least 30 calendar days. The testing version of the product must be equivalent in functionality and features to the commercial version that is under consideration for purchase by the university. SJSU at its sole discretion will determine the level of compliance with Section 508 for all products being reviewed. Proposals or bids without a completed VPAT may be disqualified from the competition. Such decision is at the sole discretion of SJSU's Procurement & Support Services and cannot be appealed.

Vendor Responsibility

California Government Code Section 11135(d)(3) states: "Any entity that contracts with a state or local entity subject to this section for the provision of electronic or information technology or for the provision of related services shall agree to respond to, and resolve any complaint regarding accessibility of its products or services that is brought to the attention of the entity."

This means that all vendors shall agree to respond to and resolve any complaint regarding accessibility of their E&IT products or services. Thus, all vendors must provide the contact information for a person who will address questions and issues regarding the accessibility of their product and services (see page 6). For more vendor specific information, please refer to the following documents:

- Information to Vendors: CSU Accessibility Requirement
http://www.calstate.edu/Accessibility/EIT_Procurement/APPENDIX.B.Vendor_Information.doc
- How to make a 508 Determination
http://www.calstate.edu/Accessibility/EIT_Procurement/508determination.shtml
- CSU Product Accessibility Documentation Guidelines
http://www.calstate.edu/Accessibility/EIT_Procurement/CSUProductAccessibilityDocumentationGuidelines.doc
- Best Practices for Electronic & Information Technology Vendors
http://www.itic.org/archives/articles/20040506/faq_voluntary_product_accessibility_template_vpat.php

How the VPAT is Organized

The VPAT consists of a long series of tables. The initial one, the **Summary Table**, is used to provide a sense of your product's **overall** "level of compliance" with the Section 508 Standards. Subsequently, the **Section 1194.xx Tables** contain the detailed subparagraphs of each section of the Standards. It is within these **Section 1194.xx Tables** that you will define in detail how your product **does** or **does not** comply with a specific requirement.

Understanding the Columns

Use the following to understand the use of the three columns in both the Summary Table and the individual Section 1194.xx Table:

Summary Table

Criteria:	Describes Subparts B, C, and D of the Section 508 Standards.
Supporting Features:	To select the option that best summarizes a product's overall "level of support" for the corresponding Subpart or, when appropriate, to specify N/A (Not Applicable) .
Remarks/Explanations:	To enter general comments regarding a product's overall "level of compliance" with the applicable Subpart.

Section 1194.xx Table

Criteria:	Describes a specific guideline that a Subpart is composed of.
Supporting Features:	To select the option that best summarizes a product's "level of support" for a specific guideline.
Remarks/Explanations:	To enter detailed information on how the product does or does not support a specific guideline.

What Information Do I Enter in Columns 2 and 3?

The **Supporting Features** and **Remarks/Explanations** columns are used to document exactly how a product **does** or **does not** meet the Section 508 Standards. In order to promote consistency in Vendor responses, which will ensure a quicker review process by SJSU's ADA Compliance Office and Procurement and Support Services, we encourage you to answer these columns in the following manner:

Supporting Features (second column)

Supports	Product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Product does not entirely meet the letter and intent of the Criteria, but does provide some level of access.
Supports through Equivalent Facilitation	Product provides alternative methods to meet the intent of the Criteria.
Supports when combined with Compatible Assistive Technology	Product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology . For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the product.
Not Applicable -- Fundamental Alteration Exception Applies	Product would require a fundamental alteration in order to meet the Criteria (see the Access Board standards for the definition of "fundamental alteration").

Remarks & Explanations (third column)

Providing further explanation of features and exceptions is especially helpful. Use the third column to detail how the product addresses the standard or criteria by:

- Listing accessibility features or features that are accessible;
- Detailing where in the product an exception occurs; and
- Explaining equivalent methods of facilitation (for definition of "equivalent facilitation" see 36 CFR 1194.5).

Typical Scenario for Completing a VPAT

To begin the process of completing the VPAT, you should enlist the services of your company's technical specialist for the product being sought for purchase. The reason for this is because CSU and SJSU require a measure of technical detail in your responses. Once you've enlisted their assistance:

- 1) Determine which sections of the **Technical Standards (Subpart B-1194.21-26)** apply to your product. You may refer to "How to Make a 508 Determination" at http://www.calstate.edu/Accessibility/EIT_Procurement/508determination.shtml. In some cases more than one set of Technical Standards will apply.
- 2) Keep in mind that you must **always** complete the **Information, Documentation, and Support (Subpart D - 1194.41)** sections of the VPAT.
- 3) Fill out the **Functional Performance Criteria (Subpart C - 1194.31)** if you are claiming Equivalent Facilitation. Equivalent Facilitation must yield equal or greater access.
- 4) For each section that applies, determine if your product does or does not meet the specific Criteria elements.
- 5) Using the information found in the "**How the VPAT is Organized**", "**Understanding the Columns**", and "**What information do I enter in columns 2 and 3?**" sections, document in the **Section 1194.xx Tables** exactly **how** your product **does** or **does not** meet the applicable standard.
 - If your product **supports** the standard, provide detailed examples of **what** accessibility features exist and **how** they are used to support the standard.
 - If your product **does not support** the standard, remember that Section 508 allows for products to meet the Access Board Standards in **innovative, non-traditional ways**. Your product can meet the standard by providing an innovative solution, as long as the feature performs in the same manner as it does for any other user.
 - If your product possesses neither a traditional way nor an innovative, non-traditional way of access to the standard, provide detailed examples of exactly **how** the product **does not** meet the standard.
- 6) Once you've documented in the **Section 1194.xx Tables** exactly how your product **does** or **does not** meet the standard, return to the **Summary Table** and document the product's overall "level of conformance" in each of the applicable sections.



Voluntary Product Accessibility Template (VPAT)

Return completed form to:

ADA Compliance Office, San José State University
One Washington Square, Administrative Building 114, San José, CA 95192-0168
Phone: 408-924-5880; Fax: 408-924-5999; TTY 408-924-5990
<http://www.adacompliance.sjsu.edu/>; adacompliance@drc.sjsu.edu

Please note that SJSU's Procurement and Support Services may set a due date the completion of this form. If you fail to return a VPAT by the due date, your bid or proposal will be designated as NO VPAT PROVIDED. A quote, bid or proposal without a completed VPAT may be disqualified from competition. Such decision is at the sole discretion of SJSU's Procurement & Support Services and cannot be appealed.

Date _____

Company Name _____

Name of Product _____

Model Number _____

Contact for more information:

Name _____

Phone _____

Email _____

VPAT Summary Table

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems		
Section 1194.22 Web-based Internet Information and Applications		
Section 1194.23 Telecommunications Products		
Section 1194.24 Video and Multi-media Products		
Section 1194.25 Self-Contained, Closed Products		
Section 1194.26 Desktop and Portable Computers		
Section 1194.31 Functional Performance Criteria		
Section 1194.41 Information, Documentation and Support		

Section 1194.21 Software Applications and Operating Systems

(Refer to <http://www.access-board.gov/sec508/guide/1194.21.htm> for details on these guidelines.)

Criteria	Supporting Features	Remarks and Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.		
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		

Section 1194.21 Software Applications and Operating Systems (continued)

Criteria	Supporting Features	Remarks and Explanations
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.		
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		

Section 1194.22 Web-based Internet information and applications

(Refer to <http://www.access-board.gov/sec508/guide/1194.22.htm> for details on these guidelines.)

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		

Section 1194.22 Web-based Internet information and applications (continued)

Criteria	Supporting Features	Remarks and Explanations
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation.		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		

Section 1194.22 Web-based Internet information and applications (continued)

Criteria	Supporting Features	Remarks and Explanations
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section 1194.21(a) through (l).		
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23 Telecommunications Products

(Refer to <http://www.access-board.gov/sec508/guide/1194.23.htm> for details on these guidelines.)

Criteria	Supporting Features	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		

Section 1194.23 Telecommunications Products (continued)

Criteria	Supporting Features	Remarks and Explanations
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		

Section 1194.23 Telecommunications Products (continued)

Criteria	Supporting Features	Remarks and Explanations
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>		
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>		
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>		

Section 1194.24 Video and Multi-media Products

(Refer to <http://www.access-board.gov/sec508/guide/1194.24.htm> for details on these guidelines.)

Criteria	Supporting Features	Remarks and Explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		

Section 1194.25 Self-Contained, Closed Products

(Refer to <http://www.access-board.gov/sec508/guide/1194.25.htm> for details on these guidelines.)

Criteria	Supporting Features	Remarks and Explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		

Section 1194.25 Self-Contained, Closed Products (continued)

Criteria	Supporting Features	Remarks and Explanations
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.		
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		

Section 1194.26 Desktop and Portable Computers

(Refer to <http://www.access-board.gov/sec508/guide/1194.26.htm> for details on these guidelines.)

Criteria	Supporting Features	Remarks and Explanations
(a) All mechanically operated controls and keys shall comply with Section 1194.23 (k) (1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.		

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.		

Section 1194.31 Functional Performance Criteria (continued)

Criteria	Supporting Features	Remarks and Explanations
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		

Section 1194.41 Information, documentation, and support

Criteria	Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.		
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		

Signature

The vendor shall agree to respond to and resolve any complaint regarding accessibility of their E&IT products or services. Thus, all vendors must provide the contact information for a person who will address questions and issues regarding the accessibility of their product and services (see page 6).

I certify that the foregoing is true and complete, as to the product indicated, as of the date above, and acknowledge that the San José State University ADA Compliance Office and University Procurement and Support Services may void or cancel a procurement based upon erroneous or false information.

Print or Type Name

Title

Date

Signature Field
