

Welcome to the Section 508 Best Practices Webinar Series

A collaborative program between the
*Accessibility Committee of the CIO Council, The U.S. Access Board and
eFedLink/ODEP*

**The Session is Scheduled to begin at 1:00pm Eastern Time
We will be testing sound quality periodically**

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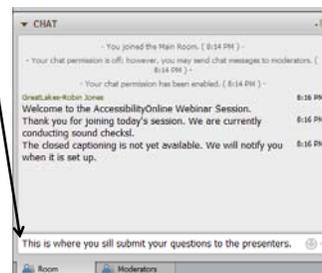
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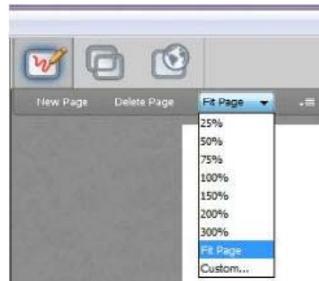
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Implementing Section 508 Into the Procurement Process – How One Agency Does It

Moderator: Katie Pittman, Sr. Analyst, Dept of Veterans Affairs
Accessibility Committee Executive Support

Timothy Creagan, Senior Accessibility Specialist
U.S. Access Board

Helen Chamberlain, Government wide Program Director, Section 508
General Services Administration

Dore Fessler, Procurement Analyst
U.S. Department of Health and Human Services

May 28, 2013

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Agenda

- ▶ Webinar Logistics
- ▶ Co-Sponsors
- ▶ Welcome
- ▶ Overview of webinar series
- ▶ Introduction of Presenters
- ▶ Presentation: **“Implementing Section 508 Into the Procurement Process – How One Agency Does It”**
 - Section 508 Standards
 - GSA – Implementing 508 into the Procurement Process
 - The HHS procurement process
- ▶ Q & A

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This webinar is sponsored by:

 **eFedLink**

A Community of Practice to Advance Federal
Employment for Persons with Disabilities

eFedLink.org



cio.gov



access-board.gov

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Welcome

- ▶ Webinar series: “Best Practices in Federal Section 508 Implementation”
 - This webinar is part of a series. Other presentations can be viewed at:
 - <https://efedlink.org/allqual/resource-shared-webinars.cfm> and <http://www.adaconferences.org/CIOC/Archives/>
- ▶ A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.
- ▶ A best practice is generalized so that diverse agencies may use it in their own organizations but specific enough to provide useful guidance and instruction.
- ▶ The CIO Council’s Accessibility Committee has published a library of 508 Best Practices at www.Section508.gov

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Section 508 Best Practices Webinar upcoming DATES for 2013:

- ▶ July 30, 2013 – Section 508 Metrics
- ▶ September 24, 2013 – WCAG 2.0
- ▶ November 21, 2013 – Section 508 ICT NPRM

Time: 1:00 to 2:30 p.m. ET

Past webinars: January 29th, March 28, 2013

ARCHIVED:

- <http://www.adaconferences.org/CIOC/Archives>
- <https://efedlink.org/allqual/collaborate-webex-archive.cfm>

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Section 508 Best Practices Webinar series 2013

- ▶ More information, ask the Education Subcommittee co-chairs:
 - Tim Creagan – creagan@access-board.gov
 - Deborah Kaplan – deborah.kaplan@SSA.gov

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Note: Today's webinar is not about a "Best Practice"

Although the Accessibility Committee hasn't evaluated or endorsed the specific content you will be hearing about today, we recognize that this topic is of great interest to the community. In our continued efforts to provide a forum for collaboration and discussion, we have invited these thought leaders to share their experiences and expertise.

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Presenters

Panelists:

- ▶ Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board
- ▶ Helen Chamberlain, Government wide Program Director, Section 508
General Services Administration
- ▶ Dore Fessler, Procurement Analyst, U.S. Department of Health and
Human Services

Moderator:

- Katie Pittman, Sr. Analyst, Dept of Veterans Affairs
Accessibility Committee Executive Support

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Section 508 Standards



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Section 508 Background:

Section 508 of the Rehabilitation Act of 1973, as amended. 29 U.S.C. § 794 (d)

- “Section 508”
- Applies to Federal departments and agencies when they procure, use, maintain or develop Electronic and Information Technology (E&IT).
- Contains technical standards and functional performance criteria which are used to make E&IT accessible.

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Section § 508 organization:

Technical provisions – address categories of products

1194.21 Software

1194.22 Web-based intranet and internet apps

1194.23 Telecommunications products

1194.24 Video and multimedia products

1194.25 Self contained, closed products

1194.26 Desktop and portable computers

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Section § 508 organization, continued:

§1194.31 Functional Performance Criteria -
address types of disabilities

- a) Blind
- b) Low vision [acuity of 20/70]
- c) Deaf or Hard of hearing
- d) Provide information in advanced auditory fashion
- e) Cannot speak
- f) No fine motor control or simultaneous actions

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§508 General Requirements:

Each Federal department and agency, as well as the U.S. Postal Service, when procuring, maintaining, developing or using electronic and information technology, must ensure that:

- Federal employees with disabilities, and members of the public with disabilities seeking information or services, have access to and use of information and data that is comparable to the access and use by persons who are not individuals with disabilities, unless...

Standard:

...an "Undue Burden" would be imposed on the agency.

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U.S. General Services Administration

SECTION 508 BEST PRACTICES WEBINAR

Implementing Section 508 Into the Procurement Process



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Office of Government-wide Policy

GSA's Role in Section 508

- Statutory requirement
- Section 508 Strategic Plan
 - Section 508.gov
 - Section 508 Coordinators
 - Section 508 Reference Manual
 - BuyAccessible Website
 - BuyAccessible Wizard Tool
 - Section 508 Universe
- Assessment letters
- Section 508 bi monthly meetings

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Statutory Requirements

- United States Code, Title 29, Chapter 16, Sec. 794d – Electronic and Information Technology
- (b) “Technical Assistance – The Administrator of General Services and the Access Board shall provide technical assistance to individuals and Federal departments and agencies concerning the requirements of this section. “

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Section 508 Strategic Plan

- Specifically, within 180 days of the release of this strategic plan:
 - 1) the General Services Administration (GSA) will share with OMB the action plan for transforming **www.section508.gov** into the one-stop source of information and communication for successfully managing Section 508 implementation throughout the acquisition lifecycle. - **In Progress**
- Within 60 days of release of this management plan, each Federal agency Chief Information Officer (CIO) shall provide to GSA, via the section.508@gsa.gov mailbox, the name and contact information for the agency **Section 508 coordinator**. If the designated 508 coordinator changes, the agency CIO will notify GSA within 90 days. GSA will share this information through the www.section508.gov portal. – **In Progress**

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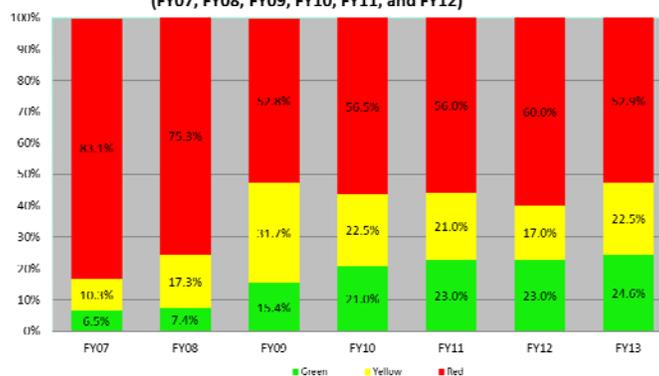


Section 508 Strategic Plan

- By June 2013, GSA will refresh the information and the format of the **Reference Manual** for Section 508 Coordinators to create a job aid for continuous learning and reference for agency EIT accessibility program managers, Section 508 Coordinators, and other relevant personnel. – **In Progress**
- 2) By June 2013, GSA will share with the CAOC and CIOC recommendations and plans for making the **Buy Accessible Wizard** (www.buyaccessible.gov) easier to use, current with Access Board standards, and for increasing awareness of this tool among the Federal workforce, particularly those involved in identifying agency and program needs that will be met through procurement of EIT. – **In Progress**
- 3) By the start of FY 2014, GSA will deliver refreshed **Section 508 learning modules** for the acquisition workforce and requiring officials. – **In Progress**
- 4) As the 508 standards are updated, GSA and the Access Board will co-lead collaboration efforts focused on the appropriate mechanisms for sharing updates to the Section 508 standards with Section 508 coordinators and members of the acquisition workforce and those generating requirements. – **On going**

Solicitation Assessment Letters

Solicitation Assessment Progress
(FY07, FY08, FY09, FY10, FY11, and FY12)





Section 508 Bi Monthly Meetings for 2013

- June 13 – BuyAccessible Website and BAW tool requirement gathering
- August 21 – Overview of WCAG2.0
- September 10 – Section 508 Refresh Overview
- December 12 – Update on WCAG2.0

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Contact Information

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Office of Governmentwide Policy
Governmentwide Section 508 Program Director
Helen.chamberlain@gsa.gov

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The HHS Procurement Process

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Procurement Process

Success hinges on:

- Intra and inter-agency coordination
- Collaboration to achieve compliance
- Clear expectations and accountability
- Overall knowledge of roles & responsibilities

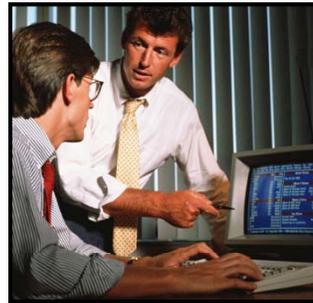


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Section 508 Stakeholders

Program implementation commitment:

- Chief Information Officer (CIO)
- Chief Financial Officer (CFO)
- Chief Acquisition Officer (CAO)
- Section 508 Coordinator(s)
- Requiring Officials and Contracting Offices
- IT Managers

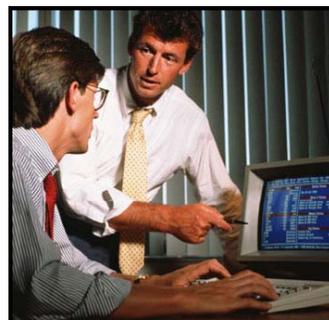


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Agency OPDIV's / STAFF DIV's Responsibility

Develop procedures for Acquisition
Activities:

- Level of Agency investment and risk.
- Ensure procedures are in conformance with FAR



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Procurement Process

Key Players in Procurement Process

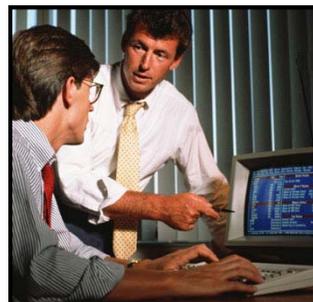
- Section 508 Coordinator(s)
- Requiring/Program Officials
- Contracting Offices



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Agency Section 508 Coordinator

- Frontline representative key to successful implementation of §508
- Responsible for program collaboration:
 - Chief Information Officer (CIO)
 - Chief Financial Officer (CFO)
 - Chief Acquisition Officer (CAO)
 - Section 508 Coordinators
 - IT Managers
 - Requiring Officials and Contracting Offices
 - OGC



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Section 508 Coordinator

- Provides programmatic and technical assistance
- Interpretation of 508 policy
- Technical reviews to determine if exemption applies
- Signs off on exceptions
- Participates in interagency, industry and professional organizations related activities



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Section 508 Coordinator

- Provides support in 508 related inquires or complaints
- Involved in development of Agency polices & procedures
- Ensures compliance with Agency policies & procedures



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EIT Procurement Process Overview

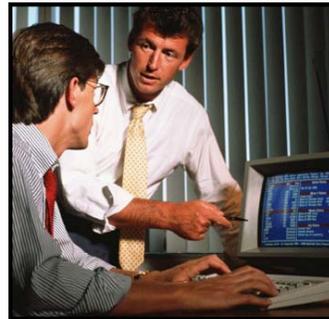
508 plays a role in all stages of the procurement process:

1. Determine needs
2. Planning Acquisitions
3. Determine Standards
4. Market Research
5. Determine Exceptions
6. Procurement Request / Statement of Work
7. Solicitation
8. Product selection
9. Contract Compliance

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Project Officer Responsibility

- Develop Acquisition Plans (AP)
- Determine the applicability of Section 508 to the procurement
- Consult with Section 508 Official or Coordinator as necessary
- Secure funds
 - Testing costs money, plan accordingly
 - Build correctly - remediation is costly
- Resolve any related issues



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Project Officer Responsibility

Section 508 EIT Procurement Checklist

1. Determine needs
2. Move into procurement process
3. Determine Standards
4. Market Research
www.buyaccessible.gov
5. Exceptions
6. Develop Statement of Work (SOW)

HRSA
Section 508 Electronic & Information Technology (E&IT) Procurement Checklist

Project Officer Name: [] Project Officer Phone: []
 Project Officer Email: [] Project Officer Bureau/Division: []
 Project Description or Title: []

Pre-Solicitation Action for E&IT Procurements
 For information on completing this checklist, see instructions on your Section 508 Coordinator's page.

I. Market Analysis for Section 508 Compliance
 All products must be functional regardless of whether they are...
 - One product made more than 50 days prior to the...
 - Product previously used and is compliant (e.g., desktop computer...)
 - Only one product made functional (e.g., brand name...)

II. Exceptions to Section 508
 Only Section 508 Coordinator can authorize an exception...
 - Functional exception (e.g., cell phone, PDA, pager, handheld device...)
 - Service & maintenance agreement (only for software support...)
 - Product function (documented and approved)

III. Subparts & Categories for Section 508 Compliance
 A) Subpart B - Technical categories of standards enforcement...
 1194.21 - Software applications and operating systems...
 1194.22 - Web-based intranet and internet information and applications...
 1194.23 - Telecommunications products...
 1194.24 - Video and multimedia products...
 1194.25 - Self contained closed products...
 1194.26 - Desktop and portable computer...
 1194.27 - Database and portable information...
 B) 1194.31 Subpart C - Functional performance criteria (only when Subpart B does not apply) (Specify the reference: <http://www.accessible.gov/information/section508/functional>)

Determine Applicable Standards

Include specific standards

1. §1194.21 – Software applications & operating systems
2. §1194.22 – Web-based intranet & internet information & applications.
3. §1194.23 – Telecommunications products
4. §1194.24 – Video and multimedia products
5. §1194.25 – Self contained closed products
6. §1194.26 – Desktop and portable computer
7. §1194.31 – Functional Performance Criteria
8. §1194.41 – Information, Documentation, & Support

More than one standard may apply

Determine Exceptions

- Involve 508 Coordinator early in process
- Use to document exception type
 - National Security Systems
 - Incidental to Contract
 - Back Office
 - Undue Burden
- Commercial Nonavailability



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Document Exceptions

- Sign by Requesting Official and Component's Authorized Official
- Send to Section 508 Coordinator
- Attach copy to procurement request



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Procurement Request

- Market Research
- Exceptions
- Statement of Work (SOW)
 - Must be comprehensive and include relevant information
 - Applicable Section 508 standards
 - Government Product Accessibility Template (GPAT)
 - Provides guidance for vendors on Government expectations
 - Provide as attachment to the procurement package

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Contracting Officer Responsibility

- Review the AP and procurement package to ensure Section 508 is addressed
- If it appears an acquisition involves Section 508 and it is not adequately addressed:
 - Request Project Officer modify AP and SOW accordingly.



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Contracting Officers

- Establishes section 508 evaluation criteria in solicitation
- Includes provisions and clauses in solicitation
- Oversees technical evaluation
- Ultimately responsible for award decision
- Ensures contractor compliance with 508 in contract administration



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Contracting Officer Responsibility

- Work with Program Officer to craft a separate technical evaluation factor for 508 compliance and inclusion in solicitation
 - Mandatory requirement (pass/fail)
 - Technical evaluation criteria (greatest value determination)

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Contracting Officer Responsibility

Also include in solicitation:

- Applicable 508 Standards - GPAT
- Requirement for submission of Voluntary Product Accessibility Template (VPAT)
- Remediation of nonconforming items is responsibility of contractor
- Requirement for Section 508 Annual Report

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Offer Evaluation

- Voluntary Product Accessibility Template (VPAT)
 - Submitted by vendor
 - Needs to be carefully evaluated for contractor's ability to meet standards
 - Test products with AT to validate
 - Addresses 508 standards
 - Describes level of accessibility for each standard
 - Sample vendor VPAT can be viewed at http://www.adobe.com/accessibility/products/compliance/flas_h_cs4_508.html

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Source Selection

- Ensure technical review of products against 508 standards are conducted consistent with solicitation
- Pass/Fail or
- Greatest Value Determination select product that meets most of determined standards
 - Gather detailed requirements in advance
 - Assess product best suited for need
 - Procure product that provides best overall value, document trade-offs
 - Make award decision

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Contract Administration

- Modifications to contracts may require new VPAT
- Contracts for 1 year or less and exceed \$150,000 require written certification of compliance by contractor at end of contract
- Contracts exceeding 1 year and \$150,000 require annual report
 - Used at option period to address compliance issues
- Remediation of nonconforming items is responsibility of contractor

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Questions?

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 - ▶ Creagan@access-board.gov
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 - ▶ (312) 415-5879

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