

Accessible Electronic Deliverable Requirements

The [Consultant/Contractor] is required to provide accessible electronic deliverables. For purposes of this provision “accessible” shall be construed to mean accessible and usable by people with disabilities, including use with assistive technologies. For the purposes of this provision, the term “electronic deliverables” includes, but is not limited to any or all of the following: pamphlets, presentations, specifications, cost estimates, studies, reports, web pages and applications.

Deliverables, or components thereof, such as plans, drawings, schedules, field notes, measurements or calculations that cannot reasonably be made accessible will be exempt from these requirements, subject to review and approval by [MassDOT/MBTA]. Compliance with the following standards (“Accessibility Standards”) is required to ensure accessibility of electronic deliverables:

Web Content Accessibility Guidelines (WCAG) 2.0 Level AA -- <http://www.w3.org/TR/WCAG20/> and when applicable

Enterprise IT Accessibility Standards -- <http://www.mass.gov/anf/research-and-tech/policies-legal-and-technical-guidance/it-policies-standards-and-procedures/ent-pols-and-stnds/accessibility-standards/enterprise-it-accessibility-standards.html>

Prior to delivery, the [Consultant/Contractor] is responsible for confirming deliverable compliance with the Accessible Electronic Deliverable Requirements (see Guidelines for Consultant/Contractor Accessible Electronic Deliverable Creation). The [Consultant/Contractor] shall be responsible for curing each instance of non-compliance identified by [MassDOT/MBTA] with the foregoing accessibility requirements at no additional cost.

Guidelines for Consultant / Contractor – Accessible Electronic Deliverable Creation

Web accessibility means that people with disabilities can perceive, understand, navigate, and interact with the Web. It encompasses all disabilities that affect access to the Web, including visual, auditory, physical, speech, cognitive, and neurological disabilities along with changing abilities due to aging or other conditions.

A document is considered accessible if all users, with or without disabilities, can read and understand all the information it contains. Every user should be able to:

- Understand the document's structure,
- Navigate to and within sections of the document,
- Read and understand the document's contents, including narrative, images, and data tables, and
- Interact with forms.

Minimum Requirements

Authors should employ the following techniques, at a minimum, to create accessible documents:

- Provide text alternatives for images
 - All images and figures require alternative text that serves as a replacement for the image. A person unable to see the image should be able to understand the content and meaning for its use from this text.
 - Alternative text should be no longer than 50 characters; if a longer description is required it should be in the document text. Do not use images of text.
- Ensure correct reading order
 - Ensure that content is formatted in the correct order on the page so that it reads correctly and does not jump around the page when using Assistive Technology (AT).
 - Avoid using tables for layout and avoid the use of call-out boxes for unique information.
- Provide headings
 - Use heading levels to indicate the document outline levels (e.g., h1 followed by h2, h2 followed by h2 or h3, etc.) this allows Assistive Technology (AT) to scan the page.
- Provide links and link text
 - Make sure that hyperlinked text makes sense when read out of context. For example, avoid "click here" and use the name of a document/Website or other indication of where you are taking the reader.
 - Use footnotes instead of using the URL as the link text when you need it to appear in print.
- Set the default language
 - Every document should have a language set in the document properties section.
- Lists
 - Create lists of related items using the provided list elements (bullets or numbers) and formatting in the software program. These elements will be recognized by AT.
- Tables
 - Use the provided functionality in the software program to create tables, providing a title/caption and identifying row and column headers, so the content can be read correctly.
- Color and contrast
 - Color should not be used as the sole indication of meaning, such as using bold or red text as the only way to indicate required information. (An asterisk is always used in this case.)
 - Ensure that font and background colors have sufficient contrast so they can be read.

In addition, scanned documents converted to PDF are not accessible. Scanned documents should be converted to text using optical character recognition technology.

PDF use on websites is addressed by [23 different Techniques for Web Content Accessibility](http://www.w3.org/WAI/GL/WCAG20-TECHS/pdf.html), provided as guidance to achieve meeting the standards. (<http://www.w3.org/WAI/GL/WCAG20-TECHS/pdf.html>)