

RFO: DIR-TSO-TMP-419 Bid Package 7
TEXAS DEPARTMENT OF INFORMATION RESOURCES
APPENDIX X TO DIR CONTRACT NUMBER DIR-TSO-XXXX
DECLARED DISASTER EQUIPMENT RECOVERY PROGRAM AGREEMENT

This Appendix H to DIR Contract Number DIR-TSO-XXXX contemplates the economical and timely repair/replacement/ or recovery of multifunctional networked copier equipment that is leased for 48-month or 60-month terms by the Customer (Lessee) from the Vendor (Lessor), for equipment having experienced inoperability, unserviceability, or condition damage that exceeds normal, wear and tear resulting from a declared disaster event (“Event”) in the State of Texas. This Agreement is between the Customer and the Vendor and this agreement is not intended as an amendment to any lease agreement.

Monthly leasing prices for the Declared Disaster Equipment Recovery Program may be selected singly, for each piece of leased equipment and shall be identified by serial number. Monthly Declared Disaster Program leasing prices for 48 and 60-months shall be in accordance with DIR Contract Number DIR-TSO-XXXX Appendix C Pricing Index.

A Disaster Declaration is issued by the Governor of the State of Texas. Upon the issuance of a Disaster Declaration Proclamation in accordance with the authority vested by Section 418.014 of the Texas Government Code, *Vendor Name*, and *Customer Name*, in accordance with DIR Contract Number *DIR-TSO-XXXX* will abide by the following Equipment Recovery terms and conditions for property that a) is leased under DIR-TSO-XXXX in accordance with the Declared Disaster monthly pricing option, b) is documented as having been previously installed and operating for a minimum period of _____ months at the same location within a Texas county that is designated in the Disaster Declaration, c) having had no more than _____ (number) late or outstanding payments during the entire lease term. Invoices that are in current dispute status or which have been in a previous dispute and resolved, do not count toward this (c) requirement.

Definitions

Event Date

The Event Date is the date that the disaster occurred.

Disaster Declaration Proclamation

A Disaster Declaration Proclamation for certain Texas counties affected by a disaster which is issued by the Governor of the State of Texas at <https://gov.texas.gov/news/category/proclamation>.

Initial Equipment Assessment Date

If the Event requires that an agency official pronounce the property as safe to access, after which the area in which the equipment under this Disaster Agreement is safely accessible, the calendar date that the physical equipment is safely accessible for assessment by Lessee is defined as the Initial Equipment Assessment Date.

Lessee Declared Disaster Service Call

The calendar date that a Maintenance and Support call (to the telephone number provided at the time of equipment installation) is initiated by the Lessee to the Vendor, identifying each non-operable piece of equipment by serial number and identifying it as a Declared Disaster Service call.

Vendor Declared Disaster Service Call

The calendar date that a Maintenance and Support call is received by the Vendor that is identified as a Declared Disaster Service call. The Vendor shall assign a Ticket/Confirmation Number to the Lessee at the time of the call and shall notate the words “Declared Disaster” which shall appear on all documentation thereafter.

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Initial Vendor Assessment Date

The calendar date that the Vendor arrives on-site to assess the functionality and operability of each device identified by a Lessee Declared Disaster Service Call. The Vendor should arrive on-site within five (5) calendar days after receiving a Declared Disaster Service Call (excluding the date of the service call).

Recovery Plan

A written Recovery Plan initiated by the Vendor to the Lessee within five (5) calendar days after the Initial Vendor Assessment date. The Recovery Plan must be agreed, in writing, by both parties. A successful Recovery Plan will restore the Lessee to the full, uninterrupted and operational equipment status that existed prior to the Event.

Location

- o Event Location – the Location at which the Event/Disaster occurred.
- o Temporary Location – A physical location to which the agency has relocated their primary business due to the Disaster Event
- o Recovery Location – The physical location to which recovery or remediation of equipment is delivered/installed.

Equipment Recovery/Replacement Terms and Conditions

General

Lessee shall continue submitting monthly lease payments during the time of the non-accessibility, throughout the repair/replacement Recovery (reinstall) process and then throughout the remainder of the lease term. All invoicing and payments shall be handled in accordance with Sections I. and J. of Appendix A, Standard Terms and Conditions of DIR Contract Number DIR-TSO-XXXX.

A Lessee may relocate to a Temporary Location during construction or repairs and may return to the original Event Location, or even to a new permanent location. The Vendor shall accommodate the Lessee in the installation and deinstallation of loaner or new equipment to the Temporary Location and in the final recovery of equipment at the Recovery Location.

Initial Equipment Assessment

Once the premises has officially been determined to be safe to access by an agency Facility or Security official, and the area in which the equipment under this Disaster Agreement is safely accessible, Lessee shall assess the equipment for operability. In order to qualify for this Program, equipment shall be non-functional or inoperable directly resulting from a Declared Disaster Event. In the event that non-operability of equipment is identified and assumed to constitute a Disaster Declaration Event, a Maintenance and Support call (to the telephone number provided at the time of equipment installation) shall be made by the Lessee to the Vendor, identifying each non-operable piece of equipment by serial number and identifying it as a Declared Disaster Service call. The Vendor shall assign a Ticket/Confirmation Number to the Lessee at the time of the call and shall notate the words “Declared Disaster” which shall appear on all documentation thereafter. Lessee should retain the Confirmation Number for use when filing a written Declared Disaster Claim.

Vendor Assessment

Within five (5) calendar working days (exclusive of the date of the call) after the Vendor receives the Declared Disaster Service call, the Vendor shall arrive on-site to assess the functionality and operability of each device covered on the Declared Disaster Equipment Recovery Program.

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Recovery Plan

Within five (5) calendar working days after the Vendor Assessment the Vendor shall and present a written Recovery Plan to the Lessee. A successful Recovery Plan will restore the Lessee to the full, uninterrupted and operational equipment status that existed prior to the Event at the earliest possible date, in order to minimize the Lessee's non-functionality equipment status. The Recovery Plan must be agreed, in writing, by both parties.

As each Declared Disaster Event is unique, below are examples for considerations to be made (as applicable):

- Are there facilities/construction repairs to be made as a result of the Event? Must the repairs be made before, or can they be made after equipment replacement?
 - Can the Lessee assist in expediting repairs? If so, how will they assist?
- Consider an interim operational status that will allow the Lessee to continue their business while new equipment or replacement parts/components are being ordered. Can the Vendor offer loaners?
- Where feasible, expedite the shipment of small to medium items (all handling, shipping and transport charges are borne by the Vendor).
- Vendor may consider shipping new or replacement equipment on a first available basis. An initial/temporary Recovery Plan could (stagger) include both loaner and replacement equipment.

At a minimum, equipment recovery shall be restored to a _____ % level within _____ calendar working days of the Initial Vendor on-site Assessment (first) arrival.

Vendor Obligations

All replacement, and new equipment shall be made with equipment that is equal to, or better than, the equipment being replaced.

All pricing for the monthly leased equipment shall be the same as the Declared Disaster pricing. All pricing for the continuance of Maintenance and Support Services shall remain the same as the original Declared Disaster pricing in accordance with Appendix C Pricing Index throughout the lease term.

All Copy Allowances and Overage charges on the Maintenance and Support Plan shall remain the same as the original Declared Disaster pricing in accordance with Appendix C Pricing Index.

Vendor is responsible for providing the following *at no cost to the Lessee*:

New and Replacement Equipment costs;

De-installation;

Installation

Parts and components costs;

Packing;

Shipping and Handling charges;

Transport charges and fees;

Labor;

Travel and lodging expenses;

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Other Miscellaneous charges and fees associated with the Declared Disaster Equipment Recovery Program.

Lessee Obligations

Lessee shall provide the Vendor access to the premises Monday through Friday (less State Holidays) during normal working hours. If Vendor requests access to the premises during days or times that are outside of normal working hours and Lessee can accommodate without interruption to business, they shall endeavor to accommodate the Vendor.

Whenever Lessee is available to expedite the scheduling of facility or construction services that will impact the equipment recovery process, they shall expedite scheduling in order to allow quicker access by the Vendor.

If the Lessee has relocated their operation to a Temporary Location, and they require that a loaner be provided to this Temporary Location until such a time as the original building is reconstructed/repaired, the Lessee will be obligated to pay the difference in transport charges in excess mileage between the Event Location and the Temporary Location.

Claim

Lessee Claim Obligations

Lessee should initiate the filing of a claim within ten (10) calendar working days of the Initial Vendor Assessment conclusion.

Lessee shall provide a completed Claim consisting of the following documentation. A claim is not considered received until all of the following documentation has been received by the Vendor.

1. Provide documentation of having leased and operated equipment (Lease Agreement) for a minimum period of sixty days or *(enter other)* _____, at the same location within a Texas county that is designated in the Disaster Declaration Proclamation;
2. Submit a Disaster Declaration Proclamation (or Proclamation Amendment) issued by The Governor of the State of Texas (<https://gov.texas.gov/news/category/proclamation>) that includes the County of the equipment location for which the claim is being filed;
3. Complete Claim Form signed by agency head (Director or above).
4. Submit signed Recovery Plan (signed by Lessee and Vendor).

Any costs incurred by the Lessee during the interim of the Disaster Event until the Claim Acceptance Date by the Vendor is not reimbursable.

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CLAIM FORM

Claim Number (Entered by Vendor) →		
Declared Disaster Service Ticket/Confirmation Number		
(Entered by Customer/Lessee) →		
Agency/Lessee name		Event/Disaster Date:
Street address		
City	State	ZIP code
Customer/Lessee POINT OF CONTACT Name		
POINT OF CONTACT Telephone (area code and number)		POINT OF CONTACT E-mail

Contract Number:	
Vendor Company Name	
Vendor Point of Contact Name	
Vendor Point of Contact phone (area code and number)	Vendor Point of Contact E-mail

Equipment Mfgr and Model	Equipment Serial Number	Equipment COUNTY, Bldg, street, city, state, zip	Is Equip inoperable? Yes or No

Brief Description of Event and Damage

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Comments/Notes/Additional Information: _____

This Claim Approved by **Agency Director or above**: _____

Must be original, signed signature (not typed)

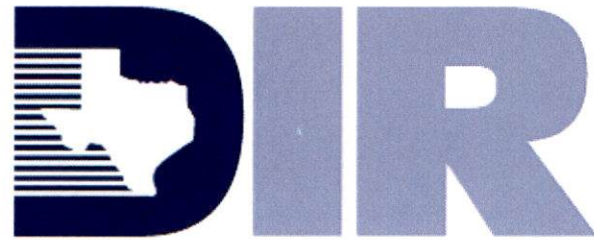
Type Name _____

Title: _____

Date Signed _____

Attach the following:

1. This claim form, completed and signed
2. Provide documentation of having leased and operated equipment listed above (Lease Agreement) for a minimum period of sixty days or *(enter other as pre-negotiated)* _____, at the same location within a Texas county that is designated in the Disaster Declaration Proclamation;
3. A Disaster Declaration Proclamation (or Proclamation Amendment) issued by The Governor of the State of Texas (<https://gov.texas.gov/news/category/proclamation>) that includes the County of the equipment location for which the claim is being filed;
4. A signed Recovery Plan (signed by Lessee and Vendor).



Bid Package 8

Texas Department of Information Resources

**Managed Print Services, Printers, Copiers, 3D Printers, Scanning,
Plotting and Facsimile Equipment and Related Services; Document
Imaging Services/Solutions; Enterprise Content Management
Products, Software and Services**

Request for Offer DIR-TSO-TMP-419

Vendor References

VENDOR REFERENCES

Managed Print Services, Printers, Copiers, 3D Printers, Scanning, Plotting and Facsimile Equipment and Related Services; Document Imaging Services/Solutions; Enterprise Content Management Products, Software and Services

Request for Offer DIR-TSO-TMP-419

REFERENCE DEADLINE TO DIR: No later than February 4, 2019 at 2:00 PM (CT)

Texas Department of Information Resources (DIR) requests your assistance in providing a Vendor reference for this Request for Offer (RFO) that has been issued. The Vendor that is responding to this RFO is providing this document for you to fill out and return directly to DIR at the following email address: 419docmanagement@dir.texas.gov

This portion to be completed by the Vendor requesting reference information

Vendor Name _____
Insert Type of (MPS, Document Imaging, Enterprise Content Management) Product/Services
Category _____
Prime Contractor _____
Subcontractor(s) _____
Dates of Performance: Starting Date _____ Ending Date _____
Total Est. Contract Dollar Amount _____

This portion to be completed by the Customer providing this reference and returned to DIR at 419docmanagement@dir.texas.gov

Rating: (0) Unsatisfactory; (1) Marginally Satisfactory; (2) Satisfactory; (3) Exceeds Expectations; N/A. Not Applicable
Definitions for each rating category are contained on the following page.

Please provide your opinion by rating the following:

Quality of Managed Print Services, Document Imaging or Enterprise Content Management Products and Services

- 1. Have you purchased any Managed Print Services, Document Imaging or Enterprise Content Management Products or from this Vendor in the past 2 years? 0. No 1. Yes
- 2. Vendor's ability to provide the products or services in a timely manner? 0. 1. 2. 3. N/A
- 3. Vendor's knowledge of and ability to answer questions regarding the products or services provided to you? 0. 1. 2. 3. N/A
- 4. Vendor's ability to resolve problems? 0. 1. 2. 3. N/A

Cost

- 5. Timely, current, accurate & complete invoices 0. 1. 2. 3. N/A

Timeliness of Performance

- 6. Adherence to delivery schedule (major tasks, milestones) 0. 1. 2. 3. N/A

Business Relations & Customer Satisfaction

- 7. Effectively communicated with customer management & staff 0. 1. 2. 3. N/A
- 8. Vendor personnel (professional, cooperative & flexible) 0. 1. 2. 3. N/A
- 9. Vendor's attitude toward customer service 0. 1. 2. 3. N/A
- 10. Overall Satisfaction with Vendor 0. 1. 2. 3. N/A

Comments: (Please use additional page if necessary)

In your opinion, should this Vendor be used again for MPS, Document Imaging or Enterprise Content Management Products and Services or related services?

Yes _____ No _____

In your opinion, should this Vendor be recommended to others? Yes _____ No _____

Rater's Name: _____ Date: _____

Organization: _____

Title: _____

Phone Number: _____ Fax Number: _____ Email address: _____

**Vendor Reference Evaluation
Scoring**

Excellent (3)			
There are no quality problems.	There are no cost issues.	There are no delays.	Responses to inquiries, technical, service, and administrative issues are effective and responsive.
Satisfactory (2)			
Nonconformances do not impact achievement of contract requirements.	Cost issues do not impact achievement of contract requirements.	Delays do not impact achievement of contract requirements.	Response to inquiries, technical, service, and administrative issues is usually effective and responsive.
Marginal (1)			
Nonconformances require minor Agency resources to ensure achievement of contract requirements.	Cost issues require minor Agency resources to ensure achievement of contract requirements.	Delays require minor Agency resources to ensure achievement of contract requirements.	Response to inquiries, technical, service, and administrative issues is somewhat effective and responsive.
Unsatisfactory (0)			
Nonconformances are compromising the achievement of contract requirements.	Cost issues are compromising performance of contract requirements.	Delays are compromising the achievement of contract requirements.	Response to inquiries, technical, service, and administrative issues is not effective and responsive.

**Request for Offer DIR-TSO-TMP-419
Bid Package 9**

**Managed Print Services, Printers, Copiers, 3D Printers, Scanning, Plotting
and Facsimile Equipment and Related Services; Document Imaging
Services/Solutions; Enterprise Content Management Products, Software
and Services**

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offeror’s will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date:

Name of Product:

Contact for more Information (name/phone/email):

Summary Table

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Voluntary Product Accessibility Template®

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

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**Section 1194.21 Software Applications and
Operating Systems – Detail**

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<i>Criteria</i>	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.		

<p>(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.</p>		
<p>(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.</p>		
<p>(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.</p>		
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>		
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>		
<p>(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.</p>		
<p>(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.</p>		
<p>(k) Software shall not use flashing or blinking text, objects, or other</p>		

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.		

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***Section 1194.22 Web-based Internet information
and applications – Detail***

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<i>Criteria</i>	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.		
(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.		
(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 §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.

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Section 1194.23 Telecommunications Products –

Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function		

<p>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.</p>		
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>		
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>		
<p>(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.</p>		
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(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.</p>		

<p>(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.</p>		
<p>(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.</p>		
<p>(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.</p>		
<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</p>		

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.		
(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.		
(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.		

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***Section 1194.24 Video and Multi-media Products –
Detail***

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Voluntary Product Accessibility Template®

<i>Criteria</i>	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		

<p>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.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>		
<p>(c) All training and informational video and multimedia productions which support the agency's mission,</p>		

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.		

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Section 1194.25 Self-Contained, Closed Products – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people		

<p>with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>		
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>		
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>		
<p>(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.</p>		
<p>(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</p>		

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.		
(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		

<p>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.</p>		
<p>(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.</p>		
<p>(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</p>		

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.		

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**Section 1194.26 Desktop and Portable Computers –
Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §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 §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		

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Section 1194.31 Functional Performance Criteria –

Detail

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<i>Criteria</i>	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.		

<p>(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.</p>		
<p>(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</p>		
<p>(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.</p>		
<p>(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.</p>		

(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.		
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Section 1194.41 Information, Documentation and Support – Detail

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<i>Criteria</i>	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		