



Accessibility and Usability Standards Procurement Checklist

DQ Status	Approved	Standard	
DQ Content Authority	Tiffany Hall (Chief Information Officer)		
Contact(s) for Help	Claire Jennings (Head of Accessibility and Usability Strategy) Paul Bepey (Access Technology Manager) Terry Clarke		
Description	<p>Intended Audience: All BBC Staff</p> <p>Use: Checklist for use when evaluating which internally-facing applications and systems to purchase</p>		
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British Broadcasting Corporation

Accessibility and Usability Standards Document Two - Procurement and Checklists.

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1. Introduction

This document is second in a series of eight which cover Accessibility and Usability Standards. Other documents which cover Accessibility and Usability Standards that should be consulted are:

- Document One - Procurement
- Document Three - Integration Summary
- Document Four - Integration Checklist
- Document Five - Training Inclusively for Disabled People
- Document Six - Training Inclusively for Disabled People Checklist
- Document Seven – Technical Design Standards
- Document Eight – Accessibility and Usability Standards for producing accessible emails

In June 2004, the BBC Governors announced their intention to increase the proportion of disabled staff at the BBC from 2.8% to 4% by 2007. This target was exceeded: as of May 2009 the figure is 4.4%. There is now a new target in place – 5.5% before the end 2012.

This has inevitably increased the percentage of access technology users needing to access our desktop applications and broadcast technology. Technology Distribution and Archive intend the BBC to be a world class leader for accessibility of technology, implementing corporate ownership of access, rather than the outdated model of associating patch up fixes with the disabled individual. In this way, the BBC will be technologically accessible wherever a disabled person happens to log in and will enable them to move from work-station to work-station or studio to studio.

The Governors' targets are prompted by changes in the law since 1995 (further updated in 2010 and again in 2011) and research which clearly demonstrates a strong business case for employing more disabled members of staff. Providing a fully accessible technological environment will help the BBC to employ the most talented individuals. The aim therefore is to provide an accessible environment that disabled members of staff can work in or move into, not to address 'problems' at an individual level.

The 1995 Disability Discrimination Act (DDA) was replaced in 2010 with the Equalities Act (EA) and places a duty on the BBC, as it does other UK organisations, 'to make reasonable adjustments' so as not to place a disabled person at a substantial disadvantage compared with people who are not disabled and to ensure that disabled people are not treated less favourably than non-disabled colleagues. What

constitutes a 'reasonable adjustment' is an important consideration as well as the process that facilitates the decision. This is because a failure to make reasonable adjustments could have considerable financial consequences for the BBC's reputation and brand, as well as having cost implications if a case is brought before a tribunal. The law was further updated in April 2011 to reflect the Public Sector Equality Duty. This new single Duty strengthens UK equalities legislation and covers up to nine groups of people who share certain 'protected characteristics'. The Duty will have significant implications for many BBC activities and functions.

The PSED requires public bodies to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity between people who share a protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

The BBC also recognises the importance of ensuring its technologies and applications are usable to all members of staff. By following a user centred design approach, based on ISO 9241 Part 210, the BBC can ensure that systems allow staff to work more efficiently, effectively and comfortably. In fact, making a product technically accessible is not enough as accessibility does not always imply usability. For instance, coding a form field so that its label is associated with the data entry field will make the field accessible to JAWS or VoiceOver users. However, if the content of the label is not meaningful, then the data entry field becomes meaningless to all users. To ensure all staff can work optimally, accessible products must also be usable, appealing and pleasurable to use.

Investing in accessible and usable products provides a number of significant business benefits:

- Increased effectiveness and efficiency of your workforce
- Decreased training time and learning time
- Reduced maintenance costs
- Better user satisfaction, leading to a happier more confident workforce

2. Project Details

Name of project	
Contact details and location of project owner	
Name of system owner	
Contact details and location of system owner	
Project stage - is this project at the initial request stage or is it requiring completion sign off?	

3. Procurement Checklist

When evaluating which system to purchase please use the following checklists.

3.1 General Checklist

ID	General approach	Compliant	Not compliant	Unsure	Notes / Comments
3.2.1	Did your Request for Questions (RFQ) document include sections on accessibility and usability?				
3.2.2	Did your Invitation to Tender (ITT) document include sections on accessibility and usability?				
3.2.3	Has the supplier provided evidence of past developments that have successfully incorporated usability and accessibility?				
3.2.4	Has the supplier provided evidence of past developments that have successfully incorporated language and 3 rd party language software requirements?				
3.2.5	Has the supplier provided evidence of past developments that have successfully incorporated ongoing support to help rectify any issues?				

ID	General approach	Compliant	Not compliant	Unsure	Notes / Comments
3.2.6	Is there a named member of the team establishing and owning on-going negotiations regarding accessibility, usability and language issues with external suppliers/contracted developers?				
3.2.7	Have targets on accessibility and usability been set and ownership assigned to monitor them?				

3.2 Accessibility Checklist

ID	General approach	Compliant	Not compliant	Unsure	Notes
3.2.1	In the Request for Questions (RFQ) document did you outline the BBC's responsibilities under the EA (Equalities Act)?				
3.2.2	In the Invitation to Tender (ITT) documents did you outline the BBC's responsibilities under the EA?				
3.2.3	Does your supplier understand the requirements of the EA and why we are stressing the importance of compliance with the act?				
3.2.4	Are the supplier project managers and development teams aware of what accessibility means and what is necessary for their product to be compliant?				
3.2.5	Are they proactive in their engagement with you about accessibility?				
3.2.6	Is the supplier willing to plan through changes to ensure accessibility compliance even if there are problems at the present time?				

ID	General approach	Compliant	Not compliant	Unsure	Notes
3.2.7	Has the supplier been involved in developing applications that are accessible? Even if they have not engaged in making applications accessible before are they willing to listen and learn from the BBC as to our requirements?				
3.2.8	How many of the issues can they answer on the summary checklist concerning the technical aspects of accessibility?				
3.2.9	At a base level has the architecture supporting the project system adhered to established standards (for example, Microsoft or Apple standards)?				

3.3 Usability Checklist

ID	General approach	Compliant	Not compliant	Unsure	Notes
3.3.1	Is the supplier willing to invest in understanding real user requirements and developing a solution that meets these requirements?				
3.3.2	Have you and the supplier agreed the main user requirements of the product or how these requirements will be gathered?				
3.3.3	Has the supplier committed to meeting all these requirements?				

ID	General approach	Compliant	Not compliant	Unsure	Notes
3.3.4	Can the supplier project managers and development team provide evidence that they are aware of what usability means and that usability has a direct impact on the satisfaction, effectiveness and efficiency of your workforce?				
3.3.5	Is the supplier able to demonstrate what the proposed system or application will be like, either through a prototype, trial version or at least through screen flow diagrams for typical tasks?				
3.3.6	If so, has it received positive feedback from your team? Alternatively, if your team are unhappy with aspects of the product, has the supplier committed to fixing these issues prior to delivery?				
3.3.7	During the development of the product, did the supplier follow a User Centred Design approach where real users were involved during the development process?				
3.3.8	If changes are to be made to the product (whether it be functional or design based) will the supplier user test these changes prior to delivering it to you?				
3.3.9	Will the supplier develop the product such that it allows for the provision of additional languages as may be prescribed by the Foreign & Commonwealth Office (FCO)/BBC Trust in the future?				
3.3.10	Will the supplier conduct some sort of user research to ensure that the system or application is usable by your target audience (including users with alternative language requirements)?				

ID	General approach	Compliant	Not compliant	Unsure	Notes
3.3.11	Will the supplier deliver a product that supports all of the BBC specified languages? Please note that the product must perform in the BBC specified languages in a closely comparable manner to its performance in English. (Please contact the News Production & Language Specialist [Theresa Goldband] at the time of writing) for more information, including the list of languages specified by the BBC.)				
3.3.12	Has the supplier demonstrated that the product supports the 3 rd party language software used within the BBC? (Please contact the News Production & Language Specialist [Theresa Goldband] at the time of writing) for more information, including the list of 3 rd party software used at the BBC.)				

4. Document Control Page

4.1 Document Identification

Title: Accessibility and Usability Standards Document Two – Procurement Checklists.

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CI Ref.:

Version :2.5

Date: 15th October 2010

4.2 Authorisation

Name:

Position:

Date:

Signature:

5. History

Version	Date	Author	Description
0.1	12 th May	Paul Balbi/Claire Jennings	Added standard layout
0.2	17 th May	Paul Balbi/Claire Jennings	Doc name change for consistency
0.3	18 th May	Paul Balbi/Claire Jennings	Text changes
1.0	12/12/2005	DQ Team	Issued for publication in DQ
2.0	16/07/2007	Claire Jennings	Addition of Questions
2.1	03/07/2009	Terry Clarke/Paul Bepey	Updated BBC's diversity targets, insertion and rewording of checklist items.
2.2	21/08/2009	Mickela Perera/Terry Clarke	Started incorporating usability into the document
2.3	20/11/2009	Mickela Perera/Theresa Goldband	Added in the language requirements, made changes to reflect stakeholder comments

2.4	18/06/2010	Terry Clarke	Update of references to DDA 1995 to Equalities Act (EA) 2010. Update in the introduction to reference to 8 documents and inclusion of title of new Document 8 Email standards.
2.5	15/10/2010	Terry Clarke	Update of contact details and inclusion of Apple products.
2.6	11/01/11	Rizwan Nazir	Updated document to include a user role as opposed to a name.
2.7	14/04/2011	Erin Flynn	Updated to include new percentage target set by BBC Governance to increase the proportion of disabled staff at the BBC.

Any comments, queries or change control requests about this document
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