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English version

**Guidance for the application of conformity assessment to
accessibility requirements for public procurement of ICT
products and services in Europe**

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Foreword

This Technical Report (CEN/CLC/ETSI/TR 101 552:2014) is part of the European Standardization Organizations (ESOs) coordinated response to Mandate M/376, "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain" [33].

It has been prepared by the CEN/CENELEC Project Team (PT) under the CEN/CENELC/ETSI Joint Working Group (JWG) on eAccessibility, the secretariat of which is held by AENOR.

Introduction

One of the key activities in the public procurement process is to assure that the product or service offered by the tenderer actually has the characteristics and qualities specified in the technical specifications and award criteria. Conformity assessment, as defined in the ISO/IEC 17000 series of standards (see Annex A.1), is an agreed framework for carrying out such assurance.

This Technical Report (TR) provides guidance to procuring bodies on which conformity assessment systems or schemes to refer to in their procurement.

"The purpose of this TR is to provide all reference documents needed to assess conformity, whether as a self declaration or a certification (referenced documentation following ISO/IEC 17000 series) needed to have the various schemes operational if procuring bodies would like to require a self declaration or a certificate." (See Mandate M/376 [33].) The TR includes generic (see Annex B) and EN 301 549 specific (see Annex C) templates for declaring or certifying conformity as well as advice on the conformity assessment methods that can be referred to in procurements.

The TR addresses conformity assessment both pre-award (mainly by the supplier during production) and post-award (according to provisions in the contract).

One of the bases for this TR is the report produced under phase I of the Mandate M/376: CEN/BT WG 185 / CLC/BT WG 101-5 Report on "Conformity assessment systems and schemes for accessibility requirements" (see [2]). Another basis is a report on verification of environmental requirements in public procurement, produced in 2006 by the Swedish Environmental Research Institute (see [32]).

1 Scope

This Technical Report (TR) incorporates all information and documentation needed in the frame of the procurement process in order to allow conveying the assessment of accessibility via conformity with the functional accessibility requirements contained in EN 301 549 (see clause 2, i), regardless of whether self-declaration, second party attestation or third party certification is requested, and with award criteria: the criteria, by which the award of a contract is judged.

In addition, this Technical Report provides procuring bodies with guidance on conformity assessment mechanisms for accessibility as part of contract management in the post-award stage. It is also useful in the pre-procurement research phase as well as during the contract negotiations. Finally it may be consulted by bidders preparing an offer.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ETSI EN 301 549, *Accessibility requirements suitable for public procurement of ICT products and services in Europe*

ETSI/TR 101 550, *Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"*

ETSI/TR 101 551, *Guidelines on the use of accessibility award criteria for publicly procured ICT products and services in Europe*

EN ISO/IEC 17000:2004, *Conformity assessment - Vocabulary and general principles (ISO/IEC 17000:2004)*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1 accessibility
extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.

[EN ISO 26800:2011, 3.1] (see [5])

3.2 accessible design
design focused on principles of extending standard design to persons with some type of performance limitation to maximize the number of potential customers who can readily use a product, building or service, which may be achieved by:

- designing products, services and environments that are readily usable by most users without any modification;
- making products or services adaptable to different users (adapting user interfaces); and