



***RedShelf.com VPAT***

Presented to: RedShelf

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## 1. Executive Summary

Tech for All, Inc. (TFA, [www.TFAConsulting.com](http://www.TFAConsulting.com)) conducted an independent Accessibility Evaluation of RedShelf.com based on selected pages representative of the site provided by RedShelf to test, analyze, and identify accessibility barriers encountered when using the site by people with disabilities. The evaluation generated sufficient information to be able to assess the degree to which the site conforms to the Section 508 Accessibility Standards. Based on the accessibility review, TFA concludes that RedShelf.com supports Section 508 standards.

Conformance details are identified in the Voluntary Product Accessibility Template (VPAT) below. TFA has provided model language in Section 1194.41 (highlighted in yellow) and we recommend that you carefully review this section and update the text to match RedShelf's processes for providing documentation and support to users with disabilities.

The Information Technology Industry Council (ITIC) has published recommended language to be used in completing VPAT documents that has been designed to create simplicity and uniformity/consistency in VPATs presented by a variety of suppliers. In preparing the VPAT, TFA has used the ITIC-recommended *VPAT Summary Description and Suggested Language for Completing VPAT* that can be found in *Appendix A*. Based on this evaluation and on information published on the ITIC website (<http://www.itic.org>), TFA presents the following VPAT document for the RedShelf.com as laid out in the following tables.

## 2. Voluntary Product Accessibility Template (VPAT)

This VPAT is based on a review of selected pages of RedShelf.com completed June 2017.

### *Summary of Applicable Criteria*

<b>Criteria</b>	<b>Supporting Feature</b>	<b>Remarks and Explanations</b>
Section 1194.21 Software Applications and Operating Systems	Supports	Please refer to the VPAT Details
Section 1194.22 Web-based Internet information and applications	Supports	Please refer to the VPAT Details
Section 1194.23 Telecommunications Products	Not applicable	Section not applicable to this product
Section 1194.24 Video and Multi-Media Products	Not applicable	Section not applicable to this product
Section 1194.25 Self-Contained, Closed Products	Not applicable	Section not applicable to this product
Section 1194.26 Desktop and Portable Computers	Not applicable	Section not applicable to this product
Section 1194.31 Functional Performance Criteria	Supports	Please refer to the VPAT Details
Section 1194.41 Information, Documentation and Support	Supports	Please refer to the VPAT Details

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

<b>Description</b>	<b>Supporting Feature</b>	<b>Comments</b>
(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.	Supports	All essential functionality is available via the keyboard. The dismissal of some messages can only be done via the mouse but does not interfere with accessing the site.
(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.	Supports	RedShelf.com does not disrupt or disable operating system accessibility features such as filter keys, toggle keys, sticky keys, and the on-screen keyboard.
(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.	Supports	RedShelf.com provides the standard browser indication of focus.
(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.	Supports	RedShelf.com uses standard HTML controls that provide identity, operation and state information to assistive technology. Some custom controls such as menus and expand/collapse sections are also present and these convey name, role, property and state information.

(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.	Supports	Bitmap images are meaningful and are used consistently throughout RedShelf.com.
(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.	Supports	RedShelf.com does not override operating system functions for displaying text.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	RedShelf.com honors user-selected display attributes, such as high contrast. Text can be resized using both browser zoom and text resize.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	Animations do not exist in Redshelf.com
(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.	Supports	RedShelf.com does not rely on color as the only means of indicating information.
(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.	Not Applicable	RedShelf.com does not have color or contrast adjustment settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	RedShelf.com does not use flashing or blinking user interface elements.
(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.	Supports	All form fields are labelled for accessibility with the directions and cues needed to fill out the form.

***Section 1194.22 Web-based Internet information and communications***

<b>Criteria</b>	<b>Supporting Feature</b>	<b>Remarks and Explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All images have alt-text that sufficiently describes the image.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No videos are present.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	RedShelf.com does not rely on color as the only means of indicating the selected state and highlighted areas of a page.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Style sheets are used and pages are mostly readable with style sheets disabled. Some content that should be hidden is displayed when style sheets are disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side images maps are not used.
(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.	Not Applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports	All data tables have row and column headers.
(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.	Supports	No data tables had more than two or more logical levels.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	No untitled frames are present.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	RedShelf.com does not use flashing or blinking user interface elements.
(k) A text-only page, with equivalent information or functionality, shall be provided to	Not Applicable	Users of RedShelf.com do not need to access a text-only page for accessibility.

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.	Supports	All content is accessible to assistive technology users.
(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).	Not Applicable	Applets and plug-ins are not required for RedShelf.com.
(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.	Supports	Form fields are labelled for accessibility with the directions and cues needed to fill out the form.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	All pages provide headings and that can be used by screen reader users to navigate to the different sections of the page.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No pages required a timed response.



**Section 1194.31 Functional Performance Criteria**

<b>Criteria</b>	<b>Supporting Feature</b>	<b>Remarks and Explanations</b>
(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.	Supports	All pages support the use of screen readers such as JAWS, NVDA and VoiceOver.
(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.	Supports	RedShelf.com allows users to increase the text size using the browser zoom function.
(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	Not Applicable	No video or audio is present.
(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.	Not Applicable	No video or audio is present.
(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.	Supports	RedShelf.com does not require speech.
(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.	Supports	All functionality is available to keyboard only users or users using keyboard simulation input devices.

***Section 1194.41 Information, Documentation and Support***

<b>Criteria</b>	<b>Supporting Feature</b>	<b>Remarks and Explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Users may find RedShelf's accessibility statement on the website or contact our support staff.
(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.	Supports	Users can access this statement on our website.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	RedShelf offers support via email and phone.

## Appendix A: VPAT Background

To facilitate effective communication between producers of products and services and those who acquire them concerning the accessibility of specific products, an accessibility information template was created by a joint government and industry effort. The VPAT document was created by the Information Technology Industry Council ([www.itic.org](http://www.itic.org)) based on Section 508 Standards established by the United States Access Board ([www.access-board.gov](http://www.access-board.gov)) in 2001.

The use of the VPAT as an evaluation tool has enabled companies to self-document and formally attest to conformance and nonconformance with specific Section 508 requirements point by point. Its purpose is to assist federal and state contracting officials and other purchasers in making preliminary assessments regarding the availability of commercial Information and Communication Technologies (ICT) products and services with features that support accessibility. Vendors are frequently required to submit VPATs with their responses to RFPs and other government purchasing proposals.

For each ICT product category to which Section 508 applies, three different requirements need to be addressed. (Complete information regarding these requirements can be found at the [www.section508.gov](http://www.section508.gov) and [www.itic.org](http://www.itic.org) websites):

1. Specific Requirements, corresponding to specific product groups:
  - Section 1194.21 Software Applications and Operating Systems
  - Section 1194.22 Web-based Internet Information and Applications
  - Section 1194.23 Telecommunications Products
  - Section 1194.24 Video and Multimedia Products
  - Section 1194.25 Self-Contained, Closed Products
  - Section 1194.26 Desktop and Portable Computers
2. Section 1194.31 Functional Performance Criteria, “Functional Performance Criteria,” applying to all product groups
3. Section 1194.41 Information, Documentation, and Support: General Requirement, “Information, Documentation, and Support,” applying to the information provided *accompanying* all ICT products. Thus FAQ’s, Manuals and the like must all be accessible.

Considering that the VPAT carries important information for the procurement official, it is essential that a supplier/producer provide an accurately prepared VPAT that fairly and responsibly represents its product and/or service.

**Suggested VPAT Language:**

In order to simplify the task of conducting market research assessments for procurement officials or customers, ITIC ([www.itic.org](http://www.itic.org)) has developed suggested language for use when filling out a VPAT document. The following table provides the suggested language.

*Column 1 - Supporting Features*

*Column 2 - Remarks and Explanations*

Feedback from procurement officials and customers shows that providing further explanation regarding features and exceptions is especially helpful. Use this column to detail how the product addresses the standard or criteria by:

- Listing accessibility features or features that are accessible
- Detailing where in the product an exception occurs

Explaining equivalent methods of facilitation (definition of "equivalent facilitation" -see 36 CFR 1194.5.)

<b>Supporting Features</b>	<b>Remarks and Explanations</b>
Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").