E&IT Purchases @ SJSU

a presentation by

ATI Procurement @SJSU

ATI Regional Meeting – November 3, 2008
background

– Provost, Executive Sponsor of ATI

– Procurement & Support Services and ADA Compliance Office Partnership

– Created from lessons learned from the Pilot Process of February-June 2008

– Roles and responsibilities defined
roles and responsibilities

- AVP Finance
- Director of Procurement & Support Services
- Purchasing Manager
- Buyers
- Director, ADA Compliance Officer
- Chair, ADA Compliance Specialist
- Section 508 Specialist
- IT & Administrative Campus Team
objectives

- Incorporate and comply 508 into the procurement process
- Spirit of accessibility
- Establish communication
- End user training
- Vendor awareness
objectives (continued)

– Communicate to campus about $15K and impact requirements for E&IT purchases

– Provide definitions of E&IT products

– Provide quick links to the process and the tools needed to make E&IT purchases
“End User/Department - Getting Started with E&IT Purchases”

– Guides end users and departments through the procurement process

– Provides instructions for the four necessary steps and the one optional step (research)
E&IT Purchases

Why do we have a new process?

As directed by E&IT Coded Memoranda AA-2007-04 and Revised Coded Memoranda AA-2008-21, Accessible Technology Initiative - ATI, Section 508 standards constitute an additional set of requirements to be evaluated and considered among all other procurement requirements in reaching an award decision for E&IT purchases.

How was the new process developed?

Procurement & Support Services partnered with the ADA Compliance Office to develop the Accessible E&IT Procurement Implementation Plan (PDF) for E&IT formal solicitations and acquisitions. Appendix A, Procurement Process Flowchart (PDF) explains the process along with roles and responsibilities.

The links that follow will guide both the End Users/Departments and the Vendors in the new procurement process for accessible E&IT products and services. The FAQs will help you learn about Section 508 standards and what you need to do to purchase E&IT products at SJSU.

- End User/Department - Getting Started with your E&IT Purchase
- Vendors - Doing business with SJSU for E&IT products or services (PDF)
- Section 508 E&IT Procurement Process (PDF)
End User/Department - Getting Started with E&IT Purchases

To get you started with your E&IT purchase, these steps will guide you with an electronic process to request and meet compliance with Section 508 accessibility standards for your E&IT product purchases. You may also use this PDF version of Getting Started.

**Step 1: Begin with the Requisition and the Checklist**

- Complete the Purchasing requisition requirements found on the SJSU Finance Web Component.
- Once a requisition number is assigned, complete the SJSU E&IT Procurement.
process: moving towards accessibility

– Dept/End User: Electronic Requisition
– Dept/End User: Submits Checklist
– ADA Compliance Office reviews Checklist
– Buyer requests & accepts VPAT from Vendor
  • Buyer checks for completeness
– Buyer forwards VPAT to ADA Compliance Office for evaluation
accessible forms

- Accessible forms:
  - SJSU E&IT Procurement Checklist
  - Accessible Technology Complaint Form
  - E&IT Exceptions Documentation
  - Request for Undue Burden Exception
  - Voluntary Product Accessibility Template
process: moving towards accessibility (continued)

- ADA Compliance Office provides executive summary report of findings and levels of compliance using pass/fail criteria
- Report and completed evaluation sent to Procurement
- SJSU VPAT evaluation database documents E&IT products
- Procurement determines E&IT product best value and makes the award
“Vendors - Doing Business with SJSU”

- Q&A format provides instructions and information
- Delineates their responsibilities
- Describes and links to the VPAT
A Vendor’s Guide to Doing Business with SJSU for Electronic & Information Technology (E&IT) Products or Services

1. What do Vendors need to know?

A vendor, or a supplier, provides goods or services to a company. A vendor will often manufacture items and sell those items to a customer. Vendors who wish to do business with the CSU must provide information about their product’s conformance to applicable accessibility standards via the Section 508 Evaluation Template also known as the Voluntary Product Accessibility Template (VPAT).
– SJSU Procurement process described

– In a several-month process, the form was made fully accessible—it now works well with screen readers for the blind and vision-impaired

– Drop-down menu for ease and consistency
Voluntary Product Accessibility Template (VPAT)

SJSU Guide to Completing the VPAT

- Instructions 2
- Background 2
- Why Does my Firm Need to Fill Out This Voluntary Form? 3
- Vendor Responsibility 3
- How the VPAT is Organized 3
- Understanding the Columns 4
  - Summary Table 4
  - Section 1194.xx Table 4
- What Information Do I Enter in Columns 2 and 3? 4
  - Supporting Features (second column) 4
  - Remarks & Explanations (third column) 5
evaluation and documentation tools

– Executive Summary letter
– SJSU E&IT Procurement Checklist
– SJSU VPAT
– VPAT Evaluation Matrix
– SJSU VPAT Database
### VPAT Evaluation Matrix

**Step 1:** VPAT Completeness: Purchase Requisition Qualifications
- **Cost:** Estimated value of this purchase request: $
- **Impact Criteria:** What is the impact on people? Check only one.
  - Low Impact
  - Moderate Impact
  - High Impact

**Step 1a:** Do we have a VPAT or is one available from the manufacturer or developer?
- **Yes**
- **No**
- **Date Buyer Contacted:**

**Step 1b:** Which Section 508 spec categories apply? Check all that apply.
- **Is there a Section 508 Summary Table?**
  - **Yes**
  - **No**
- **Are there Section 508 Subsequent Tables?**
  - **Yes**
  - **No**

### Section 508 Spec Categories
- 1194.21 Software Applications and Operating Systems (see Step 3a)
- 1194.23 Telecommunications Products (see Step 3b)
- 1194.25 Self-contained, Closed Products (see Step 3b)
- 1194.31 Subpart C Functional Performance Criteria
- 1194.22 Web-based Intranet and Internet Information and Applications (see Step 3a)
- 1194.24 Video and Multimedia Products (see Step 3b)
- 1194.26 Desktop and Portable Computers (see Step 3b)
- 1194.41 Subpart D Information, Documentation, and Support Documentation Requirements

**Step 2:** VPAT Screen: How does product meet standards?
- **Supports**
- **Supports when Combined w/ Compatible AT**
- **N/A - Fundamental Alteration Exception**
- **Supports with Exceptions**
- **Does not Support**
- **Process Incomplete: Date/Reason**
- **Supports through Equivalent Facilitation**
- **Not Applicable**

**Section 508 Compliance Specialist:**

**Signature:**

**Date:**

**ADA CO Ver.1.0**

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**San José State University**

**10/29/08**
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<th>Step 3</th>
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<td>Software / Web Confirmation Testing? (for sections 1194.21 &amp; 1194.32 only)</td>
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| Step 5 | **Summary of VPAT Analysis** |

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<td>ADA Compliance Officer</td>
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**ADA CO Ver.1.0**

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screenshot of SJSU VPAT Database
what if an E&IT product fails evaluation?

- Vendor is responsible for making their product accessible
- Redefine functional and technical requirements
- Market research for accessible products
obstacles

- People are busy “putting out fires”
- The need to incorporate accessibility creates work load burden
- Tension between putting out the fires and incorporating accessibility needs into daily business
– Change arouses resistance, and the requirements can change daily
  • Moving to $15K, changes campus End Users
  • People want their E&IT product

– Vendors who have their own VPATs question completing SJSU VPAT
how does it scale?

– In the beginning stages
– Will report as we go
– Still have a way to go
– Will need feedback
from request to delivery of E&IT products

– $50K:
  • Did not capture information
  • Due to complexity, high costs
  • Individual projects

– $15K+ “impact”
  • Established metrics to analyze cycle time and determine areas of improvement
benefits

- Have electronic communication tools
- Use process for training
- Allows for feedback for improvement
- Allows for assessment
- Expectations are set for compliance
- Working within E&IT Procurement Plan
- Develop relationships and community support
Top ten hits—ADA Compliance Office website—what are they looking at?

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### Top Ten Documents—ADA Compliance Office Website—What Are They Using?

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please visit our website

http://www.adacompliance.sjsu.edu/

We welcome your feedback.