Example VPAT Request

> Dear Vendor Sales Representative,
> NC State has an Information and Communication Technology Accessibility Regulation that requires the purchase of accessible digital products. Per Section 504 and 508 of the Rehabilitation Act and Title II of the Americans with Disabilities Act, our goal is to provide equal access and opportunity to our constituents. Accordingly, we request that each digital content, resource, and technology provider adhere to Level AA of the Web Content Accessibility Guidelines (WCAG) 2.1 published by the W3C's Web Accessibility Initiative and called for to meet digital accessibility in updates made to the ADA in April of 2024. We ask that you submit documentation about WCAG conformance in the form of the latest version of the Voluntary Product Accessibility Template (VPAT). Please send a completed VPAT to _____ by _____.

Suppose the vendor does not have a VPAT available. In that case, you can send them the questions below and provide this compiled list of companies that will evaluate their products for a fee.

Overall Approach To Accessibility

- What is the name, title, and contact information for the most appropriate accessibility contact for this product or service?
- What is your approach to ensuring accessibility in your product or service? Provide examples of how you have done so in the past.

Documentation

- What accessibility documentation exists for this product or service, such as a Voluntary Product Accessibility Template (VPAT) or Accessibility Conformance Report (ACR)? When was that documentation last updated?
- NC State cites Web Content Accessibility Guidelines 2.1 AA as its standard. What technical or legal accessibility standard of conformance do you adhere to for your product or service?
- Can you provide a detailed plan for making accessibility improvements to your product or service with intended delivery dates?

Testing and User Experience

- How do you test your product or service for accessibility? Do you have accessibility testers in-house, such as in the quality assurance department? Or do you hire an outside accessibility consultant?
- Can you provide a live or recorded demo of the product or service being used with assistive technology (e.g., screen reader or non-mouse input)?
- Does your product or service rely on activating a special "accessibility mode," a "lite version," or accessing an alternate interface for accessibility?
- Describe the process of a user reporting an accessibility issue and examples of how you have used that feedback to improve your product or service.