

Accessibility Language for Procurement Agreements

The OPS Diversity Office has prepared this document to support ministries in the development of procurement contracts, agreements and proposals to ensure accessibility and diversity considerations and requirements are embedded into the process. The suggested language is actual excerpts from approved RFPs that have been released to the public. Please use your judgement when applying or adapting the language to your specific procurement agreement/contract/proposal and ensure that current procurement processes and policies are followed.

Note: This document will be updated as new language is developed, if your ministry has developed specific accessibility language that was used in procuring goods or services, please contact the OPS Diversity Office to share with us

GOODS & SERVICES	SUGGESTED LANGUAGE
Video Production	<ul style="list-style-type: none"> a. Proponents are to meet the WCAG 2.0 single A accessibility requirements and include HD, widescreen resolution, with an aspect ratio (width/height) of 16:9 and a width of at least 720 pixels; MPEG-4 (.mp4), using H.264; Video bit rate of 2048 kbit/s; 30 frame/second for sign language interpretation insert; Audio sample rate of 48,000 Hz; captions in a timed text XML format; audio description in mp3 format and the inclusion of text transcripts for audio and audio description. b. Produce high-definition video products that are models of accessible formats and diversity. c. The videos must exemplify accommodations for people with disabilities including but not limited to; video description, open captioning, ASL/LSQ interpretation. d. Language in the videos will be consistent with the Ministry document "Talk About Disabilities, Choose the Right Word"
Accessibility training requirements for Vendors	<p>Staff assigned by the proponent(s) to work on this project will have:</p> <ul style="list-style-type: none"> a. awareness and sensitivity to accessibility and disability issues b. taken or agreed to take the government on-line course "May I Help You Welcoming Customers with Disabilities" and "May I Help You Supplementary", "Diversity Matters" to be provided by the Ministry, or equivalent courses being offered to OPS staff.
Event Planning	<ul style="list-style-type: none"> a. The event will need to reflect an analysis of OPS diversity and accessibility resources, policies, programs and procedures (such as those posted on www.accesson.ca). b. The organizer of the event must identify procedural and/or accessibility issues and how to resolve effectively.

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	<p>c. The event will align with the OPS Accessible Customer Service Policy.</p> <p>d. The event will meet the obligations of the government under the AODA and its regulation in force and effect on the date of the event.</p>
OTHER RFP LANGUAGE	
Definitions	<p>Accessibility: a general term used to describe the degree of ease that something (e.g., device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, highly usable and practical for the general population as well.</p> <p>Diversity: refers to the presence of a wide range of human qualities and attributes within a group or an organization. The dimensions of diversity include, but are not limited to age, gender, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background, and expertise.</p> <p>Inclusion: refers to creating an environment that accepts, utilizes, accommodates and appreciates the talents, skills, abilities, perspectives and leadership styles of all employees and clients, including all aspects of their diversity, so that all employees have a place at the organizational table.</p>
Experience and Qualifications	<p>Vendor has demonstrated knowledge and experience working with people who have disabilities.</p>
Ministry Contact Numbers	<p>Assure that no contact number is noted without an equivalent TTY number. RFPs that only include FAX numbers along with e-mail contacts with no telephone or TTY number is an acceptable practice.</p>