CORE
TECHNOLOGIES, INC.
Maximizing Business Communications

Voluntary Product Accessibility Template (VPAT)
Section 508 Compliance

BSS/EIS Portal

Enterprise Infrastructure Solutions (EIS)

April 30, 2018

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The policy of Core Technologies, Inc. (CTI) is to incorporate the highest level of universal accessibility and usability into all solutions provided to federal customer agencies. CTI supports accessibility legislation and statues including Section 508 of the Rehabilitation Act of 1973 as well as Federal Acquisition Regulations (FAR) Part 39.2 Electronic and Information Technology and Section C.4.2 of the EIS RFP.

SUMMARY TABLE		
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Section 1194.21 Software Applications and Operating Systems.	Supports	Refer to table 1194.21.
Section 1194.22 Web-based Intranet and Internet Information and Applications.	Supports	Refer to table 1194.22.
Section 1194.23 Telecommunications Products.	Supports	Refer to table 1194.23.
Section 1194.31 Functional Performance Criteria.	Supports	Refer to table 1194.31.
Section 1194.41 Information, Documentation, and Support.	Supports	Refer to table 1194.41.

Maximizing Business Communications

Section 1194.21 Software Applications and Operating Systems - Detail		
Criteria	Supporting Features	Remarks and Explanations
(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	The service is accessed from a browser with no plugins, so there is no limitation on what functionality provided by the desktop environment.
(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	The service is accessed from a browser with no plugins, so there is no limitation on what functionality provided by the desktop environment.
(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	The active portion of the User Interface, e.g. where the blinking text input indicator, will highlighted for data entry.
(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	This is provided by a mouse-over mechanism that will display the functions purpose.
(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	The User Interface is designed with this level of consistency.
(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	The service is accessed from a browser with no plugins, so there is no limitation on what functionality provided by the desktop environment.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The service is accessed from a browser with no plugins, so there is no limitation on what functionality provided by the desktop environment.
(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	There is no animation in the browser-based User Interface
(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	Prompting the user is driven by static highlighting the next action for the user
(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.	Supports	The service is accessed from a browser with no plugins, so there is no limitation on what functionality provided by the desktop environment.
(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	Prompting the user is driven by static highlighting the next action for the user.
(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	The service is accessed from a browser with no plugins, so there is no limitation on what functionality provided by the desktop environment.

Section 1194.22 Web-based Intranet & Internet information & Applications - Detail

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	This is provided by a mouse-over mechanism that will display the functions purpose.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Multimedia and FAQs will be available for training purposes, there are no other uses of multimedia on the application.
(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	This is a user selectable option. Web pages are designed so that all information conveyed with color is also available without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Defined as a part of the User Interface. Documents are organized so they are readable without requiring an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	Defined as a part of the User Interface. Redundant text links are provided, where applicable.
(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.	Supports	Defined as a part of the User Interface. Client-side image maps are provided, where applicable.
(g) Row and column headers shall be identified for data tables.	Supports	Defined as a part of the User Interface. Row and column headers are identified for data tables, where applicable.
(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	Defined as a part of the User Interface. Markup is used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers, where applicable.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Defined as a part of the User Interface. Frames are titled with text that facilitates frame identification and navigation.
(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	Prompting the user is driven by static highlighting the next action for the user
(k) A text-only page, with equivalent information or functionality, shall be provided to 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.	Supports	Defined as a part of the User Interface. A text-only page, with equivalent information or functionality, will be provided.
(l) When pages utilize scripting languages to display content, or to create interface	Supports	Defined as a part of the User Interface. The User Interface does not prevent assistive

elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		technology devices from reading information displayed by scripting languages.
(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).	Supports	No plugins are required for the User Interface.
(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	Defined as a part of the User Interface. The User Interface does not prohibit assistive technology devices from accessing the information, field elements, and functionality required for completion and submission of online forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Defined as a part of the User Interface. Users are permitted to skip repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Defined as a part of the User Interface. When a timed response is required, users are alerted and given sufficient time to indicate more time is required.

Section 1194.23 Telecommunications Products - Detail		
Criteria	Supporting Features	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment. However, the system does not prevent these functions.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment. However, the system does not prevent these functions.
(c) Voicemail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment. However, the system does not prevent these functions.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment. However, the system does not prevent these functions.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment. However, the system does not prevent these functions.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.

(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	The application is web based and does not directly provide any telecommunication capabilities, these capabilities would be provided as a part of the user's desktop environment.

Section 1194.31 Functional Performance Criteria – Detail		
Criteria	Supporting Features	Remarks and Explanations
(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	Defined as a part of the User Interface. User Interface does not prevent the use of assistive technology used by people who are blind or visually impaired.
(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	Refer to (a).
(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.	Supports	Defined as a part of the User Interface. User Interface does not prevent the use of assistive technology used by people who are deaf or hard of hearing.
(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.	Supports	No audio is utilized as a part of the User Interface; however, in the training section, text-based information is provided.
(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	No speech is utilized as a part of the User Interface.
(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	The application is browser based so no additional strength is required to move the mouse and keyboard directional keys are supported. The user interface does not require fine motor control or simultaneous actions and is operable with limited reach and strength.

Section 1194.41 Information, Documentation and Support – Detail		
Criteria	Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Product support documentation provided to end-users is available in alternate formats upon request, at no additional charge.
(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	End-users are provided access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for products accommodate the communication needs of end-users with disabilities.