

# Procurement of Accessible ICT Products and Services PAICT

## Accessibility Procurement Requests Instructions

---

The University commits that Information and Communication Technology products and services acquired, adopted, developed or updated after the effective date of the [Information and Communication Technology policy](#) (effective: 1/1/18) shall be accessible to individuals with disabilities. This page lists the different request types submitted to and/or reviewed by the Accessibility Assessment Committee (AAC).

### Purchasing and the Procurement Process – Co-Requirements

Securing approval by the AAC following an accessibility review is one of several required steps in the overall procurement process. AAC approval does not take the place of other purchasing requirements which may include the completion of contract terms and conditions, Information Technology security review, and Syracuse University Purchasing Department requirements as set forth in the [Syracuse University Purchasing Policy](#). For questions pertaining to the financial aspect of the procurement process, please contact the Purchasing Department at [purchase@sy.edu](mailto:purchase@sy.edu).

### How & Where to Obtain Assistance - Accessibility Procurement

For assistance in completing an accessibility procurement request, please contact your [IT Departmental Support Contact](#) person or [IT School and College Support Contact](#) person. If you do not have an IT support contact, you may email [accessibleIT@sy.edu](mailto:accessibleIT@sy.edu) for assistance.

- For a list of online and in-person learning opportunities, see the [Procuring Accessible IT: Training Resources](#) page.
- See the [FAQ](#) page for frequently asked questions.
- See the [AAC Past Requests](#) page, for history of software and hardware requests with statuses. Access restricted.
- See the [ICT Accessibility Procurement Process](#) page for a description of the process.

## Forms & Required Documentation

---

Forms are updated regularly, so please download new document(s) each time. If new to the process, review the [Process - Procurement of ICT Products and Services](#) for an overview.

### Requests submitted to the Accessibility Assessment Committee (AAC):

#### [Policy Exclusion Acknowledgement](#)

Policy exclusion requests require an informational notification to the AAC. Exclusions must strictly fit one of the exclusion categories in the policy, as outlined in the 'Policy Exclusion Acknowledgement' link.

#### [Compliant Software Acknowledgement](#)

For software that has been verified as WCAG 2.x A and AA compliant by Syracuse University personnel, an informational notification to the AAC is required.

#### [Non-Compliant Software Request](#)

Procurement requests for non-compliant software are submitted for review by the AAC.

#### [Hardware Request](#)

Procurement requests for [hardware](#) are submitted for review by the AAC.

### Requests denied by the AAC may be submitted as an appeal to the Accessibility Compliance Committee (ACC) :

#### [Exception Appeal Request](#)

In the event that a full review has been completed by the Accessibility Assessment Committee (AAC) and has resulted in a procurement denial, the Policy has provisions to escalate to the Accessibility Compliance Committee (ACC) to request an exception. Exceptions must strictly fit one of the exception categories in the policy, as outlined in the 'Exception Appeal Request' link. Submitting an exception request does not guarantee approval.

### Child Pages

- [Evaluating ICT Accessibility – Suggested Questions for Vendors](#)
- [Frequently Asked Questions - Accessibility Procurement Requests](#)
- [ICT Accessibility in the Procurement Process](#)
- [Process - Procurement of ICT Products and Services](#)
- [Procuring Accessible IT: Training Resources](#)