# ICT Accessibility Requirements Statement per the Revised Section 508 of the Rehabilitation Act

## Software Maintenance Services

**ICT Support and Services**

**Technical Criteria:**

- E208.1 General -

  Where an agency provides support documentation or services for ICT, such documentation and services shall conform to the requirements in Chapter 6.

- E601.1 Scope -

  The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

- E603.1 General -

  ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.

- E603.2 Information on Accessibility and Compatibility Features -

  ICT support services shall include information on the accessibility and compatibility features required by 602.2.

- E603.3 Accommodation of Communication Needs -

  Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.

**Functional Performance Criteria:**

- 301.1 Scope - The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.
- 302.1 Without Vision - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.
- 302.2 With Limited Vision - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.
- 302.3 Without Perception of Color - Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.
- 302.4 Without Hearing - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.
- 302.5 With Limited Hearing - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.
- 302.6 Without Speech - Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.
- 302.7 With Limited Manipulation - Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.
- 302.8 With Limited Reach and Strength - Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.
- 302.9 With Limited Language, Cognitive, and Learning Abilities - ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

## Instructions

The Accessibility Requirements Report should be incorporated into the solicitation requirements document (SOO, SOW, PWS, etc.). Please go to the Revised 508 Standards Toolkit (https://section508.gov/manage/program-roadmap) for further information on the procurement process.