



# **Voluntary Product Accessibility Template (VPAT) Section 508 Compliance**

## **MANAGED NETWORK SERVICE (MNS)**

### **Enterprise Infrastructure Solutions (EIS)**

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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 statutes 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.

<b>SUMMARY TABLE</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
<a href="#"><u>Section 1194.21 Software Applications and Operating Systems.</u></a>	Supports with Exceptions	Refer to table 1194.21.
<a href="#"><u>Section 1194.22 Web-based Intranet and Internet Information and Applications.</u></a>	Supports with Exceptions	Refer to table 1194.22.
<a href="#"><u>Section 1194.23 Telecommunications Products.</u></a>	Supports with Exceptions	Refer to table 1194.23.
<a href="#"><u>Section 1194.31 Functional Performance Criteria.</u></a>	Supports with Exceptions	Refer to table 1194.31.
<a href="#"><u>Section 1194.41 Information, Documentation, and Support.</u></a>	Supports with Exceptions	Refer to table 1194.41.

<b>Section 1194.21 Software Applications and Operating Systems - Detail</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(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 with Exceptions	This is not a direct function of Managed Services; however, the provided Managed Services support software products that have functions that are executable from a keyboard where the function itself or the result of performing a function can be discerned textually.
(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 with Exceptions	This is not a direct function of Managed Services; however, the provided Managed Services support (do not disrupt or disable) applications that incorporate industry standard accessibility features.
(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.	Not Applicable	Not a function of Managed Services.
(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 with Exceptions	This is not a direct function of Managed Services; however, the provided Managed Services support applications that provide information about a user interface element including the identity, operation and state of the element shall be available to assistive technology.
(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.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	Not a function of Managed Services.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.

<b>Section 1194.22 Web-based Intranet &amp; Internet information &amp; Applications - Detail</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	This is not a direct function of Managed Services; however, the provided Managed Services support applications that provide text equivalents for every non-text elements.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Not a function of Managed Services.
(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 with Exceptions	This is not a direct function of Managed Services; however, the provided Managed Services support web pages that 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	All Managed Services documentation is organized so that 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.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(g) Row and column headers shall be identified for data tables.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Not a function of Managed Services.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the	Not Applicable	Not a function of Managed Services.

script shall be identified with functional text that can be read by Assistive Technology.		
(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).	Not Applicable	Not a function of Managed Services.
(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.	Not Applicable	Not a function of Managed Services.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	Not a function of Managed Services.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Not a function of Managed Services.

<b>Section 1194.23 Telecommunications Products - Detail</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(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.	Supports with Exceptions	Several of the provided MNS telecommunications products that provide voice communications and which do not themselves provide a TTY functionality provide a standard non-acoustic connection point for TTYs.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports with Exceptions	Several of the provided MNS telecommunications products that include voice communication functionality support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.
(c) Voicemail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supports	The provided Managed Services provide voice mail, auto-attendant, and interactive voice response telecommunications systems that are useable by TTY users, where applicable.
(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.	Supports with Exceptions	Many of the provided Managed Services supports systems that require a response from a user within a time interval give alerts when the time interval is about to run out and allows the user to indicate that more time is needed.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supports	The provided Managed Services provide caller identification functions available for TTY users and users who cannot see displays.
(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.	Supports with Exceptions	This is not a direct function of Managed Services, however, the provided Managed Services support systems that provide a gain adjustable up to a minimum of 20dB
(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.	Supports with Exceptions	Many of the provided Managed Services' telecommunications products allow a user to adjust the receive volume and allow for the automatic reset of the volume to default level after each use.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for	Supports with Exceptions	Many of the Managed Services telecommunication products that deliver output by an audio transducer also provide a

effective magnetic wireless coupling to hearing technologies shall be provided.		means for effective magnetic wireless coupling to hearing technologies.
(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.	Supports	The provided Managed Services create minimum interference to hearing assistive technologies.
(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.	Supports	The provided Managed Services 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.
(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.	Supports with Exceptions	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide tactically discernible control keys, where applicable.
(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.	Supports with Exceptions	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide control keys that are operable with one hand, where applicable.
(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.	Supports with Exceptions	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide user-adjustable control key repeat rate, where applicable.
(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.	Supports with Exceptions	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide locking or toggle control keys that are visually discernible either through touch or sound, where applicable.





<b>Section 1194.31 Functional Performance Criteria - Detail</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(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 with Exceptions	These functions are device and system specific but are supported by the provided Managed Services.
(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 with Exceptions	These functions are device and system specific but are supported by the provided Managed Services.
(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 with Exceptions	These functions are device and system specific but are supported by the provided Managed Services.
(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 with Exceptions	These functions are device and system specific but are supported by the provided Managed Services.
(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 with Exceptions	These functions are device and system specific but are supported by the provided Managed Services.
(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 with Exceptions	These functions are device and system specific but are supported by the provided Managed Services.

<b>Section 1194.41 Information, Documentation and Support - Detail</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(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 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.
(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.