

# Case studies: Procuring accessible ICT – First use of the European standard for procuring accessible ICT?

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# PTS' procured services

Part of the Universal services obligation – EU Universal Services Directive

Today's cases:

- Text relay service
- Telephone directory inquiry service

Other procured services

- Video relay service
- Speech-to-speech relay service
- Free dispatch of literature in Braille, DAISY-books
- Postal services for elderly and persons with disabilities in rural areas



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# What the text relay service is



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# What the text relay service is

Connects voice terminal users and text capable users

E.g. hard-of-hearing and person with speech impairments

Text terminal users use the service with any of

- Analogue text telephone terminals (TTY)
- SIP text telephony terminals, total conversation terminals
- Web application
- Mobile app

Relay calls to emergency number 112, with priority

Voice terminal users use any landline or mobile phone

Human interpreters/operators inbetween end-users

Free of charge, open for anyone

24-hour service

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# Website texttelefoni.se

The website of the service is texttelefoni.se

It contains:

- a web application for relay text calls
- Information about the service
- Q & A
- GDPR information



# 1 18400 Telephone directory inquiry service



# 1 18400 Telephone directory inquiry service

For end users who are not able to look up phone numbers in publicly available telephone directories

E.g. persons with visual impairments, persons with motor impairments

Looks up phone numbers

Connects calls to number – ease for e.g. end-users with motor impairments who have a hard time dialling themselves, users who don't easily write down phone numbers

Free of charge, 24/7, <1000 calls/year

Open for end-users who certify that they have a disability that entitles them to use the service

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## Technical specifications in both procurements

Reference to the paragraph in the Swedish procurement act stating that technical specifications need to regard design for all users including accessibility for persons with disabilities.

### Tenderers need to specify

- Which requirements in the EN 301549 that are applicable to the offered solution
- Whether the solution is compliant with the applicable requirements

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## Specific accessibility requirements

WCAG 2.0 AA (i.e. A and AA) for

- General website [texttelefoni.se](http://texttelefoni.se)
- Web application for [texttelefoni.se](http://texttelefoni.se) (there's no application for 118400)

External review presented to PTS 8 weeks after start of service

Adapt to individual needs for person with deaf-blindedness, e.g.

- CAPS LOCK ONLY
- Summarize/shorten text when needed

Text relay specific requirements:

- Shall connect calls to/from common textphones, videophones and total conversation
- Adapt to individual needs for person with deaf-blindedness, e.g. CAPS LOCK only, summarized text
- Customer support line accessible with all terminal types that the ordinary service support
- When closed, customer support line shall accept text messages from text terminals

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## Specific accessibility requirements for 118400

- No dial-tone menus, direct contact with operator
- Application for the service shall be by calling the service (not only by written application)
- Language: clearly spoken, perception/understanding
- Time: respect users' needs for extra time during calls
- Responsive web site, according to WCAG 2.1 1.4.10
- 23 September 2020, WCAG 2.1 requirements (conformance with the European Web Accessibility Directive)

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## But, we're not any public body

Of course these services need to be accessible!

We were involved in the making of the EN-standard on accessible procurement

There are no in-depth Swedish studies on the use of accessibility requirements in technical specifications in procurements

28% of national authorities have included accessibility considerations in their procurement policies (source: Swedish Agency for participation)

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# Resource: Guide to using the EN 301549 in public procurement

[Guidance for the application of the Accessibility Standard EN 301 549 for procurers and suppliers of ICT in Sweden](https://www.pts.se/globalassets/startpage/dokument/icke-legala-dokument/rapporter/2016/ovrigt/guidance-for-the-accessibility-standard-en-301-5491.pdf)

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Note: The guide was produced in 2016 and has not been updated since the publication of the latest version of the standard (published in August 2018)

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# Accessible Europe



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