# Option 1: Supplier is offering to create a system to your specification

If a supplier is offering to create a system to your specification, they will not necessarily be able to provide you with documentation for a system’s compliance at the tender stage but should instead provide clear detail about how they plan to develop your system to accessibility standards and how they plan to test and evidence this compliance. For this situation we suggest using the following set of requirements:

1. **Describe how the supplier will ensure the proposed solution (customer and staff facing) shall meet compliance with the latest published version of** [**WCAG**](https://www.w3.org/TR/WCAG22/) **(Web Content Accessibility Guidelines) (currently 2.2) A and AA success criteria, in line with regulation requirements and international best practice.** This should include a description of how the supplier plans to test the final product against WCAG success criteria, tooling used, their audit process or the audit process of the subcontractor they may involve for external testing. This should also include any information regarding how they would roadmap fixes if the final product is not compliant.
2. **Describe how the solution will support accessible content creation and upload compliance with** [**WCAG**](https://www.w3.org/TR/WCAG22/) **where relevant.** For example, what restrictions, options, or guidance the solution will implement to help content creators upload or write accessible content.
3. **Describe how the solution will support disabled staff in using authoring tools to create content in compliance with the** [**ATAG**](https://www.w3.org/WAI/standards-guidelines/atag/) **(Authoring Tools Accessibility Guidelines 2.0).** For example, how will internal screens function with keyboard controls and assistive technologies like screen readers or dictation software to ensure staff can navigate and interact with internal functions.
4. **The supplier will indicate if in the delivery of the solution they are using or plan to use any products provided by companies listed in the** [**Overlay Fact Sheet**](https://overlayfactsheet.com/#main)**, or any other products that fit the description below.** Overlay and Underlay products/plugins/add-ons which offer to remediate accessibility issues represent a false approach to accessibility compliance and can present legal and reputational risks to both the supplier and customer. It is important to be clear on where and what the supplier is using overlay products for because [overlay products cannot be used for regulation compliance](https://www.makethingsaccessible.com/guides/overlays-and-other-fix-it-products/).
5. **The supplier agrees to works with the customer to produce an accessibility statement for the proposed solution** which meets customer legislative obligation as a public sector body under PSBAR (2018) and is acceptable to the customer. The prerequisite (REQ 1) being that the supplier obtains sufficient evidence of WCAG compliance testing from which to draw details required for the accessibility statement.
6. **The supplier agrees to work with the customer to provide guidance for assistive technology users.** Guidance material required in all cases; additional guidance required to navigate areas of non-compliance with WCAG if present.
7. **Describe how the supplier will ensure that any related content shall meet compliance with the content relevant success criteria in the latest published version of** [**WCAG**](https://www.w3.org/TR/WCAG22/) **(Web Content Accessibility Guidelines) (currently 2.2) and detailed in** [**EN 301 549**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf)**, in line with regulation requirements and international best practice.** This should cover any content generated by the system, or related to the promotion, use, or management of the system, including all communications, emails, generated document formats, confirmation user action, receipt of acknowledgment, requests, additional correspondence, requests for further information, and use of third-party plugins.