# Accessibility

Digital accessibility means that disabled people can use the services and content made available on the web or via mobile applications.

This is a legal obligation for public sector bodies defined by the law of [28 May 2019](https://legilux.public.lu/eli/etat/leg/loi/2019/05/28/a373/jo).

Digital accessibility is a major objective of this project.

## Legal compliance

It should be noted that the legal level of compliance for websites is level AA of the latest version of the *General Accessibility Improvement Guidelines (RGAA)* and level AA of the latest version of the *Accessibility Assessment Guidelines for Mobile Applications* (RAAM). These standards are published on the accessibilite.public.lu website.

If the CONTRACT HOLDER cannot refer to the RGAA or RAAM, then compliance must be assessed in relation to European standard [EN 301 549 version 3.2.1](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf), in particular the criteria listed in table A.1 of appendix A.

The CONTRACT HOLDER must undertake to do everything necessary to achieve this level of legal compliance.

## Minimum requirements

Taking into account the characteristics of the project as defined in this contract, the CONTRACTOR must ensure that the developments, content and functionalities present a level of compliance at least equal to 80%.

This minimum requirement does not replace the requirement linked to the legal level (i.e. a 100% compliance rate), but constitutes the threshold below which a service provider's failure could be observed.

This minimum level of requirement concerns all the functionalities and content developed by the CONTRACT HOLDER, as well as the capacity of any content editing functions to produce compliant content.

This minimum level of requirement does not apply to content produced by the ORGANISM's teams or to [content that is subject to exemptions](https://accessibilite.public.lu/fr/obligations.html" \l "contenus-exempt%C3%A9s) as defined by law.

In the case of any non-compliant functionality or content for which compliance might represent a [disproportionate workload](https://accessibilite.public.lu/fr/obligations.html" \l "d%C3%A9rogation-pour-charge-disproportionn%C3%A9e) for the CONTRACT HOLDER, any derogation for disproportionate workload will have to be validated by the ORGANIZATION.

## Check

It should be noted that the ORGANISM reserves the right to have compliance with these minimum requirements verified during all phases of the project and deliveries (mock-ups, templates, developments, etc.) by means of audits or acceptance tests carried out by a service provider with expertise in digital accessibility.

In the event that the minimum level required is not achieved due to a fault on the part of the CONTRACT HOLDER, the latter must take all necessary corrective action.

These corrective actions will be the responsibility of the CONTRACT HOLDER.

## Expert support for the ORGANISATION

It should be noted that the ORGANISM reserves the right to call on an external service provider, with expertise in digital accessibility, to support it at every stage of the project.

In this case, the service provider will be the technical contact with the AUTHORISED PARTY's teams for all matters relating to accessibility and compliance with the RGAA or RAAM for the entire project.

## Some answers

Candidates must provide all the necessary information in the context of this contract, indicating precisely the methodology, processes and resources put in place to meet these requirements.

Particular attention will be paid to the methodology and processes put in place to guarantee the conformity of the developments, content and functionalities presented on delivery; this may include, for example (non-exhaustive list):

* Control phases (design, development, acceptance before delivery, etc.);
* Means of control (internal audit, external audit);
* Documenting the controls (audit statement, audit report, certificate of compliance);
* The tool(s) used for control purposes (automatic tools, assistive technologies);
* If certificates of conformity are proposed, a sample certificate should be provided.

## Technology points to watch

Some of the needs defined in this document that are essential to the project may require the use of specific technologies that may be complex to make fully accessible.

Where applicable, it is the applicant's responsibility to describe in detail:

* The complexities and bottlenecks inherent in using these technologies.
* The alternatives, where possible, that could be proposed to ensure that the user has access to the information.

Candidates are free to provide any other details, documents or examples of deliverables that they consider relevant.