

AITS Title II
 Vendor Compliance Review Process

Step 1: Send Vendor Letters

Procurement sends letters to vendors requesting current VPAT (ACR) or compliance review from vendors. Product Managers and Project Managers are copied on the letter.

Step 2: Communicate with Vendors

- Product Managers answer vendor questions about the application.
- Project Managers answer vendor questions about resources.
- Procurement answers vendor questions about contracts.

Step 3: Store Documents

Product Manager stores ACR/VPAT and other documents provided by vendor in Vendor’s Box folder.

Step 4: Request Product QA Review

Product Manager sends request for Quality Assurance team to review the product and determine the level of testing needed for each product.

Step 5: Conduct Accessibility Testing

- Product Manager provides ACR/VPAT, remediation plan, and HECVAT questionnaire. A demo, walk through or use case documentation may also be needed.
- Quality Assurance conducts demos and reviews applications to verify ACR and level of testing/review needed for each.

Step 6: Review and Share Test Results

Product Manager does the following:

- Completes the Product Risk and Options Report and sends a copy to QA.
- Share testing results/report with the vendor via the Box folder.

Step 7: Make Product Determination
 - Is the product satisfactory?

Product Manager determines if product is satisfactory or not.

- If product is satisfactory, go to Step 8.
- If product is not satisfactory, go to Step 9.

Yes, product is satisfactory.

Step 8: Update Product Status

If product is satisfactory, Quality Assurance reviewers update the product accessibility compliance status in CMDB.

Process is now complete for this product. No further action is needed.

Step 9: Conduct Product Remediation

If the product is not satisfactory, PRODUCT MANAGER WORKS WITH THE VENDOR TOWARD ONE OR MORE OF THE FOLLOWING OUTCOMES:

- Requests the vendor to make any necessary changes to ensure accessibility prior to 4/2026.
- AND
- Develops an accessibility roadmap and plan with the vendor including a temporary alternative access plan while remediation is underway (may exceed the 4/2026 deadline).
- OR
- Configures the application in-house to achieve as much accessibility as possible. This may also mean installing product upgrades.

When a suitable outcome from the list above has been achieved, the Product Manager moves to Step 8: Update Product Status.

NOTE: If accessibility requirements cannot be achieved, reach out to the Project Team to determine next steps.