#### **Accessibility**

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

It 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 Web Accessibility Assessment Framework (RAWeb) in its latest version and level AA of the Mobile Application Accessibility Assessment Framework (RAAM) in its latest version. These frameworks are published on the website [accessibilite.public.lu](https://accessibilite.public.lu/).

If the CONTRACT HOLDER cannot refer to the RAWeb or the RAAM, then compliance must be assessed in relation to the 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 tables A.1 (Websites) and/or A.2 (Mobile Applications) 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 CONTRACT HOLDER must ensure that the developments, content and features 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 compliance rate of 100%), but constitutes the threshold below which a failure on the part of the service provider could be observed.

This minimum requirement concerns all the functions 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 ORGANISATION's own teams or to [content that may be subject to exemptions](https://accessibilite.public.lu/en/obligations.html#exempt-content) as defined by law.

For any non-compliant functionality or content for which compliance may represent a [disproportionate burden](https://accessibilite.public.lu/en/obligations.html#derogation-for-disproportionate-burden) for the CONTRACT HOLDER, any derogation for disproportionate burden must be validated by the ORGANISATION.

#### **Verification**

It should be noted that the ORGANISATION 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 failure on the part of the CONTRACT HOLDER, the latter must take all necessary corrective action.

These corrective actions will be at the CONTRACT HOLDER's expense.

#### **Expert support for the ORGANISATION**

It should be noted that the ORGANISATION reserves the right to call on an external service provider, with expertise in digital accessibility, to support it throughout all phases of the project.

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

#### **Response elements**

Candidates must provide all the necessary information within the framework of this contract, precisely indicating 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 features presented for delivery; this may include, for example (non-exhaustive list):

* The control phases (design, development, acceptance before delivery, etc.);
* The means of control (internal audit, audit by an external third party);
* The materialization of the controls (audit statement, audit report, certificate of compliance);
* The tools used for the controls (automatic tools, assistive technologies);
* If compliance certificates are proposed, a sample certificate should be provided.

#### **Key Considerations for Technologies**

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

If this is the case, it is up to the applicant to give a precise description of

* The points of complexity or blockage inherent in the use of 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.