

Accessibility Compliance Testing Service (ACTS)

What is web accessibility and Web Content Accessibility Guidelines (WCAG)?

Web accessibility ensures that your website is accessible, irrespective of disabilities and age. Accessibility involves a wide range of disabilities. An accessible Web can help people with disabilities participate more actively in society. The Web and Internet is an increasingly important resource in many aspects of our life which includes: education, employment, government, commerce, health care, recreation, and more.

WCAG is a set of guidelines which covers a wide range of recommendations for making Web content more accessible. These guidelines help make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

Who can purchase this service?

The California Prison Industry Authority (CALPIA) under the authority of California Penal Code 2807 offers this service to the state, or any political subdivision thereof, and to the federal government, or any department, agency, or corporation thereof. This service may also be purchased by any county, city, district, or political subdivision, or any agency thereof, or by any state agency to offer for sale to persons residing in state-operated institutions.

What is the purpose of this service?

This service helps you and your agency achieve compliance in Public Web Accessibility through discovery and disclosure of inaccessible digital assets (documents, forms, web pages, video clips, and audio files).

Why do I need this service?

Public Web Accessibility requires state agency Directors and their Chief Information Officers certify their agency website complies with Government Code Section 7405 and 11135, and the Web Content Accessibility Guidelines 2.0, or a subsequent version, published by the Web Accessibility Initiative of the World Wide Web Consortium at minimum Level AA success criteria. These certifications must be signed by July 1, 2019, and then on July 1 every other year thereafter.

CALPIA recognizes the staffing constraints most agencies face and is here to help. We will work with your Chief Information Officer and/or delegate to securely obtain your digital assets, test them for Accessibility compliance, and report our findings so agencies in need may quickly pursue a course of remediation which will allow them to meet the July 1, 2019 certification deadline.

How will CALPIA provide me with this information?

We utilize and provide the following when testing your assets:

1. A well-educated, highly monitored and experienced workforce trained in The Last Mile Works Code.7370 program
2. A secured file transfer protocol for receipt of your assets
3. A safe sandbox testing environment free from live Web access
4. A standardized assessment checklist which aligns to WCAG 2.0
5. Automated and manual testing practices to better ensure accuracy and timeliness
6. One debriefing interview, (if requested), where a CALPIA oversight technologist will review and discuss the findings report with you. CALPIA will not offer recommendations for how to approach remediation.

When can I expect to learn the findings of my site's tests?

Turnaround times for testing services vary based on workload volume. An estimated completion date will be provided with the quote for service.

What is the cost of this service?

A cost estimate will be provided based on information provided by you regarding the criteria submitted for quote.

Criteria:

CALPIA needs specific information prior to providing you with a quote and delivery estimate. When submitting your request for service, please have the following information available:

- A. Website Homepage URL
- B. Location and Number of Video Files to be tested
- C. Location and Number of Audio Files to be tested
- D. Location and Number of documents/files to be tested
- E. Location and Number of fillable forms to be tested
- F. Location and Number of web pages to be tested
- G. Location and Number of templates to be tested

FAQ's –

Q. Does CALPIA test and report findings on the pages accessed through links on my page?

A. Yes, if the link accesses a page or file you own.

No, if the link accesses an external site or file which is not your intellectual property (e.g. – CALPIA link takes you to a non-CALPIA website), CALPIA does not test or report anything for that is not your intellectual property, and CALPIA has zero access to the Web, so the information tested is done in a static environment.

Q. CALPIA found my files to be accessible, but after conducting my own testing I find a file which is not accessible, what recourse do I have?

A. Contact us and together we will discuss a solution.

Q. Will CALPIA provide me with a remediation plan when they send me their findings?

A. No, CALPIA currently is not offering any remediation recommendations or referrals to entities offering remediation services.

Q. Can CALPIA provide me with referrals to other agencies who have used this service?

A. We do not disclose the names of those we provide these services. We respect the confidentiality of our clients.

Q. May I enter into contract with an external vendor for this service instead of using CALPIA if I am a State of California agency?

A. Yes you may.