

Implementing the Requirement

Accessibility Features and Criteria

Accessibility features and criteria must be considered and incorporated, where possible.

Features

Accessibility features include technical features (e.g., software), and structural features (e.g., physical design, including hardware or product specifications).

Criteria

Organizations make decisions on what goods, services, or facilities they procure based on different criteria.

For example, they may consider quality, cost and delivery terms. Additionally, some organizations may consider environmental or manufacturing criteria, i.e., more value is placed on products that meet green initiatives or are made-in-Ontario products. Another criterion that could be included is [accessibility training](#). This may be important for organizations when hiring another organization to provide services for them.

Accessibility must be incorporated into an organization's process for procuring or acquiring goods, services or facilities except when it is not practical to do so.

Determining Practicability

Factors relevant to practicability may include:

- availability of accessible goods, services or facilities
- technological compatibility between older products and newer ones being procured

When requested, an organization must provide an explanation as to why it did not incorporate accessibility criteria and features when procuring goods, services, or facilities. The explanation must be provided in an accessible format or with appropriate communications supports, if necessary.

For more detailed information go to the Information and Communications Standard, [Section 12 "Accessible Formats and Communications Supports"](#).