Section 508 Compliance Product Accessibility Template (PAT)

Team Index has comprehensive knowledge of the Section 508 Accessibility Standards and how they apply at CMS. Index team members have been delivering Section 508 compliant contract deliverables since our inception and have the proven processes and tools necessary to ensure all Electronic and Information Technology (EIT) products and services furnished under this contract will comply with the Electronic and Information Technology Accessibility Standards.

Per the Risk Adjustment Suite of Systems (RASS) Request for Quotation (RFQ) requirement, we have completed the Section 508 Voluntary Product Accessibility Template (VPAT) for the Risk Adjustment Payment System (RAPS) User Interface (UI) and RASS documentation.

For software products, we resolve accessibility problems using automatic testing tools such as Job Access With Speech (JAWS) and we use an assistive-technology device (e.g., a screen reader) to determine whether information can be interpreted correctly on the RAPS UI. We will ensure that all documentation developed by our technical team in support of this project is Section 508 compliant using checklists based on Department of Health and Human Services (HHS) Section 508 guidelines. We will conduct periodic training for our staff as appropriate, review project deliverables, follow our proven Section 508 compliance process, and use tools designed to test and ensure compliance. Team Index will ensure that all EIT products are the most current compliant products or services available to satisfy the contract requirements.

Our VPAT demonstrates conformance to the established Enterprise Information Technology (EIT) accessibility standards for the applicable product or service identified in the Performance Work Statement (PWS). RASS does not have any non-conforming products or services or EIT products or services incidental to the project that would constitute an exception to Section 508 requirements. Our VPAT constitutes a binding statement of conformance with Section 508 compliance accessibility requirements.

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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Solicitation Number: #210533   2   September 11, 2020

Table 1: Success Criteria, Level A

Notes: None

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. The RAPS UI does not have images. Electronic Docs: RASS documentation provides text equivalents for non-text elements through alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. The RAPS UI does not currently include any external-facing audio or video media. Electronic Docs: RASS training developed in Adobe Captivate provides an alternative for time-based media and provided equivalent information for video and audio content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. The RAPS UI does not currently include any external-facing audio or video media. Electronic Docs: RASS training developed in Adobe Captivate provides captions for audio content.

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. The RAPS UI does not currently include any external-facing audio or video media. Electronic Docs: RASS training developed in Adobe Captivate provides an audio track that included audio descriptions.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which is compliant. Electronic Docs: Info and relationships are established through use of Microsoft Office styles, which identify headings, titles, and other text relationships.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which is compliant. Electronic Docs: Meaningful sequence is preserved in the ordering of text in RASS documentation and use of headings and tables.

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Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. The RAPS UI or RASS documentation do not include sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The RAPS UI does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Electronic Docs: RASS documentation does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. The RAPS UI does not currently include any external-facing audio media. Electronic Docs: RASS training developed in Adobe Captivate provides the means to pause audio content.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: All parts of the RAPS UI can be navigated using only the keyboard. Electronic Docs: All parts of RASS documentation can be navigated using only the keyboard.

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Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: All parts of the RAPS UI can be navigated using only the keyboard, including navigating away from a focus. Electronic Docs: All parts of RASS documentation can be navigated using only the keyboard, including navigating away from a focus.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. There are no timed actions for the RAPS UI or RASS documentation.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. There is no moving, blinking, scrolling, or auto-updating information in the RAPS UI or RASS documentation.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. There is no flashing information or other flashes in the RAPS UI or RASS documentation.

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Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) – Does not apply to non-web software ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: The user can bypass blocks of content repeated on multiple pages using the keyboard or a link
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which supports this feature. Electronic Docs: Documentation title is captured in the properties field of RASS documentation.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Focus order (cursor) conforms to a meaningful sequence. Keyboard functions like the arrow and tab move focus in the correct order on a form. Electronic Docs: Focus order (cursor) conforms to a meaningful sequence. Keyboard functions like the arrow and tab move focus in the correct order.

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. No links are present in the RAPS UI. Electronic Docs: Where links are used, it is clear from the link text what the purpose of the link is.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which is compliant. Electronic Docs: Language is identified in the properties of the document.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Moving focus does not cause a change of context. Context of the page changes only when a user explicitly clicks on an actionable button, such as SUBMIT. Electronic Docs: Moving focus does not cause a change of context. Change of context must be initiated by the user using specific keyboard keys (e.g., to navigate to a section from the Table of Contents or activate a link).
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Changing the user setting of any UI component does not cause a change of context. Context of the page changes only when a user explicitly clicks on an actionable button, such as SUBMIT. Electronic Docs: Changing the user setting of any documentation component does not cause a change of context.

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: When a user inputs content incorrectly, the error is automatically detected and presented to the user in text via an error notification that can be read by assistive technology.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: Labels and instructions are provided next to the input fields for the user.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which supports this feature.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which supports this feature.

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Table 2: Success Criteria, Level AA

Notes: None

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. The RAPS UI and RASS training developed in Adobe Captivate do not include live audio.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Does not apply. The RAPS UI does not currently include any external-facing audio or video media. Electronic Docs: The RASS training developed in Adobe Captivate provides an audio description of video content.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The visual presentation of text has a contrast ratio of at least 4.5:1. Electronic Docs: The visual presentation of text has a contrast ratio of at least 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The user can change the zoom percentage to resize the text without loss of content or functionality. Electronic Docs: The user can change the zoom percentage to resize the text without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. There are no images of text in lieu of text in the RAPS UI or RASS documentation.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: N/A Authoring Tool: N/A	Does not apply. Web pages in the RAPS UI are the result of, or a step in, a process.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which is compliant. Electronic Docs: RASS documentation provides descriptive headings.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: The keyboard focus indicator is visible. Electronic Docs: The keyboard focus indicator is visible.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) – Does not apply to non-web software - 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	Does not apply. Navigational mechanisms are not repeated on multiple Web pages within a set of Web pages in the RAPS UI.

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Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) – Does not apply to non-web software ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: Components that have the same functionality on multiple pages are presented in the same way whenever they are repeated.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: If an error is detected, the system provides the reason for the error and the user is instructed to re-enter data.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ▪ 501 (Web)(Software) ▪ 504.2 (Authoring Tool) ▪ 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Does not apply. The RAPS UI does not require any legal or financial transactions.

Table 3: Success Criteria, Level AAA

Notes: This section has been removed. The RAPS UI and RASS documentation were not evaluated against this criterion.

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Notes: None

Chapter 3: Functional Performance Criteria (FPC)

Notes: None

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The features and controls in the RAPS UI and RASS documentation are reachable using the keyboard alone and announced by assistive technology.
302.2 With Limited Vision	Supports	The RAPS UI and RASS documentation are compatible with assistive technologies and supports the use of screen readers for the visually impaired.
302.3 Without Perception of Color	Supports	The RAPS UI and RASS documentation do not use color as only means of conveying information.
302.4 Without Hearing	Supports	The RASS training developed in Adobe Captivate supports users without hearing via captions.
302.5 With Limited Hearing	Supports	The RASS training developed in Adobe Captivate supports users without hearing via captions.
302.6 Without Speech	Not applicable	The RAPS UI and RASS documentation do not require speech to operate or retrieve information.
302.7 With Limited Manipulation	Supports	The RAPS UI and RASS training developed in Adobe Captivate support standard input mechanisms such as user-provided keyboards and pointing devices. Use of the application does not require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Supports	The RAPS UI user interface and controls and RASS training developed in Adobe Captivate have large target areas that would not cause problems for people with fine motor control or limited reach and strength.

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Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The RAPS UI and RASS documentation do not function in a way that is prohibitive to users with cognitive or learning impairments.

Chapter 4: Hardware

Notes: This section has been removed. The RAPS UI is not hardware-based and therefore it is not an applicable standard to the contract.

Chapter 5: Software

Notes: None

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	The RAPS UI user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system such as filter keys, toggle keys or sticky keys.
502.2.2 No Disruption of Accessibility Features	Supports	The RAPS UI user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system such as filter keys, toggle keys or sticky keys.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.2 Modification of Object Information	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.

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Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.4 Values	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.5 Modification of Values	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.6 Label Relationships	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.7 Hierarchical Relationships	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.8 Text	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.9 Modification of Text	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.10 List of Actions	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.11 Actions on Objects	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.3.12 Focus Cursor	Supports	The RAPS UI provides a clear visual indication of current focus for all the interactive interface elements.
502.3.13 Modification of Focus Cursor	Supports	The RAPS UI provides a clear visual indication of current focus for all the interactive interface elements.
502.3.14 Event Notification	Supports	The RAPS UI inherits this functionality from MicroStrategy, which is compliant.
502.4 Platform Accessibility Features	Supports	The MicroStrategy platform supports the development of accessible applications that follow this standard.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The RAPS UI user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system such as filter keys, toggle keys or sticky keys.
503.3 Alternative User Interfaces	Not applicable	RAPS UI does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	The RAPS UI does not contain any audio or video media.
503.4.2 Audio Description Controls	Not applicable	The RAPS UI does not contain any audio or video media.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The RAPS UI is not an authoring tool.
504.2.2 PDF Export	Not applicable	The RAPS UI is not an authoring tool.
504.3 Prompts	Not applicable	The RAPS UI is not an authoring tool.
504.4 Templates	Not applicable	The RAPS UI is not an authoring tool.

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Chapter 6: Support Documentation and Services

Notes: None

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The RASS project provides electronic accessible versions of all support documentation related to RASS.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	The RASS project does not provide any non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Index Analytics provides information to project team members on accessibility requirements, how to design for accessibility, methods of communication used by people with disabilities, assistive technology used with ICT products, and solutions for accessibility and assistive technology.
603.3 Accommodation of Communication Needs	Not applicable	RASS does not have any user support services like phone line help desk, email help desk, etc.

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