MetTel

3.0   SATISFACTION OF 508 REQUIREMENTS [C.4, F.2.1(33)]

MetTel's approach to meeting Section 508 criteria for the services identified in C.4.4 of the EIS RFP includes a range of activities to ensure that all users are able to access all MetTel-proposed EIS services.
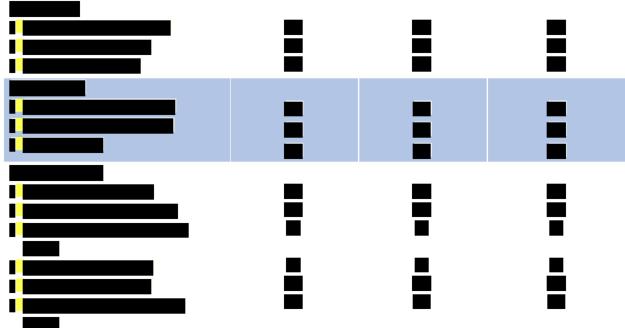
MetTel achieves compliance by performing the same testing and evaluation process that all products and services go through before they are released commercially. MetTel works with our preferred providers to ensure that our services satisfy the

> **MetTel's Service Availability and 508 Compliance is Central to our Service Delivery**
>
> - 508 compliance begins at the design phase of our service development
> - Our commitment to making our services available to all users is ensured by building our MetTel's EIS Portal, based on our award-winning commercial platform, Bruin.
> - Testing for compliance and VPAT submissions are kept current by our 508 Project Manager, ▮▮▮▮▮▮▮

Section 508 requirements. MetTel tests with and evaluates industry specific Associative Technology (AT) vendors to assess interoperability with TeleTYpewriter (TTY) and AT devices. The MetTel services offered for EIS are identified in **Exhibit 3-1** with the associated Section 508 requirements that apply.

Exhibit 3-1. Section 508 Requirements for MetTel EIS Services.

MetTel has a toll-free number (1-877-2Go-2EIS) which provides Agencies with direct access to MetTel Customer Support. This number is 508 compliant, enabling access by Email (EIS@MetTel.net), FAX, TTY, telecommunications display devices, text

messaging, or other methods as required. In addition, the MetTel EIS portal is 508 compliant so that EIS service users can access all the information and capabilities in a 508 compliant manner.

The following describes the MetTel approach for maintaining compliance with Section 508. The MetTel approach for 508 compliance includes working with the service providers and device manufacturers that MetTel relies on to deliver the EIS offerings. The following are the major components of the MetTel 508 compliance program.

Discovery and Scoping

MetTel will provide the Voluntary Product Accessibility Templates (VPATs) developed for each offered service not later than 30 days after authorization to proceed. The VPATs will address the requirements for the services defined in **Exhibit 3-1** and evaluated against the following requirements:

- 1194.21 Software Application and Operating System
- 1194.22 Web Based Internet Information and Applications
- 1194.23 Telecommunications Products
- 1194.31 Functional Performance Criteria
- 1194.41 Information, Documentation, and Support

This evaluation will identify and resolve compliance issues in existing requirements or services. This information will also be used to develop future releases of MetTel services to ensure compliance with Section 508 for future enhancements and releases.

MetTel Section 508 Project Manager (PM), ███████, is responsible for the testing and integration of products and services with Assistive Technologies. The PM works with SRE manufactures and service providers to ensure that Section 508 compliance is an integral part of the design process for all new and future hardware and software releases.

The Section 508 PM reports to the MetTel Program Manager every month providing any updated VPATs and Technical Reports as required by Section C.4.5 of the EIS RFP and delivered to the GSA EIS Program Management Office (PMO).

Design Guidelines

MetTel focuses on developing accessibility design guidelines for use and reference by our internal software development teams, MetTel consultants, and preferred

providers. The guidelines will be updated as tools are identified for developers and implementers to use in the design, development, and testing of the business applications. MetTel will use these guidelines in discussions with providers and developers to ensure that the MetTel services for EIS will maintain compliance with Section 508. These guidelines will be reviewed and updated at least monthly and will be addressed as part of each project's monthly review with the EIS PMO.

Training

Training may be delivered via meetings and briefings, classrooms, seminars, instructor-led and non-instructor online Web-based self-study, and through manuals or desktop guides. For training delivered via meetings, briefings, classrooms, and seminars, assistance such as signers and Braille products will be provided to disabled trainees when requested in advance by the Agency involved. For training delivered via instructor-led and non-instructor online Web-based study, the same capabilities provided for Internet reporting shall be provided to disabled trainees. For self-study and manuals or desktop guides using audio/video tapes, CD-ROM, or DVD, MetTel will comply with the relevant provisions as shown in **Exhibit 3-1**.

The MetTel PM will be responsible for managing the development of MetTel-offered EIS service training, documentation, manuals, user guides, audio/visual tapes, CD ROMS, and DVDs for disabled users as defined in Agency Task Orders (TO).

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MetTel will continue to work with service providers and vendors to explore ways to participated in programs focused on accessibility and Section 508 compliance.

Subpart C, Functional Performance Criteria

MetTel is committed to providing services that meet the needs of disabled employees and citizens' AT. Agencies may have a variety of disabled users, accessing a variety of systems, equipment, and applications using a variety of EIS services. MetTel seeks to ensure that disabled users are satisfied with our service offerings. MetTel has identified the following as key principles in meeting the needs of disabled users of MetTel services.

- Support specific Agency requirements for users
- Provide equivalent access to auditory and visual content based on specific Agency requirements
- Provide interoperability and compatibility with AT and include complete keyboard access when applicable
- Provide context and system orientation when and where needed
- Follow Section 508 specifications and guidelines to ensure compliance and confirm services meet requirements.