EUROPEAN COMMISSION
ENTERPRISE AND INDUSTRY DIRECTORATE-GENERAL

New Approach Industries, Tourism and CSR
Standardisation

GRANT AGREEMENT for an ACTION

SA/ETSI/ENTR/376/2006-12
ESO Phase 1 review of Mandate 376 – Standardisation mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain

between

The European Community, represented by the Commission of the European Communities, hereinafter called **"the Commission"**, itself represented, for the purposes of this agreement, by Mr Heinz Zourek, Director General for the Enterprise and Industry DG;

of the one part,

and

The European Telecommunications Standardisation Institute *(ETSI),* with its registered office at 650 Route des Lucioles, F-06921 Sophia Antipolis, FRANCE, hereinafter called **"the partner"**, represented by Mr Walter Weigel, Director-General;

of the other part,

whereas EFTA (European Free Trade Association) intends to provide financial support to CEN in parallel with the Commission, according to the the General Guidelines for the co-operation between CEN, CENELEC and ETSI and the European Commission and the European Free Trade Association,

HAVE AGREED

this **specific agreement** and the following **annexes**:

Annex I: Description of the tasks to be performed
Annex II: Estimated budget of the action
Annex III: Foreseen payments
Annex IV: Time schedule for deliverables
Annex V: The quotation sent by the partner

which form an integral part of this agreement ("the agreement").

In the event of conflict between the annexes and the specific agreement, the latter shall prevail.

Article 1 - Purpose

1.1   This specific agreement is executed in accordance with the Framework Partnership Agreement between ETSI and the European Commission signed on 11/12/2003.

1.2   The purpose of the agreement is to establish the obligations of the parties with a view to carrying out the action with the support of a grant from the Community budget.

1.3   The main objective of the action is to produce an inventory of European and international accessibility requirements for the public procurement of products and services in the ICT domain.

1.4   The partner undertakes to do everything in his power to carry out the action as described in Annex I, acting on his own responsibility.

Article 2 - Duration

2.1   The agreement shall enter into force on the first day of the month following the date when the latter of the two parties signs.

2.2   The action shall start on the first day of the month following the date when the latter of the two parties signs the specific agreement ("start date of the action") and will last for **22 months** ("end date of the action").

2.3   All deliverables must be sent to the Commission by the partner before the end date of the action.

2.4   Costs are eligible for Community funding only when they have been incurred by the partner within the period of execution of the action, as defined in Article 2.2.

Article 3 - Financing the action

3.1   The *total action costs* are estimated to € **519,000.00**, as indicated in the "Estimated budget of the action" in Annex II.1. The total action revenues shall also be indicated in Annex II.1.

        The "Detailed estimated budget of the action" set out in Annex II.2 gives a detailed breakdown of the costs that are eligible for Community funding, for each work item (or equivalent) separately.

3.2   The total costs eligible for Community funding are estimated to € **363,000.00** (*"total eligible costs"*). The corresponding items of expenditure are shown in the detailed estimated budget in Annex II.

3.3   The Commission's contribution is specified according to the detailed estimated budget in Annex II.2, which indicates the maximum percentage and maximum subvention amount.

        The Commission will provide a maximum amount of € **344,850.00**, equivalent to **95%** of the estimated *total eligible costs* referred to in article 3.2.

3.4   In accordance with Article II.14.6 of the General Terms of the Framework Partnership Agreement, the partner may adjust the detailed estimated budget in the course of the action by making transfers between headings of eligible costs, provided that this adjustment of the expenditure does not affect the implementation of the action and the

transfer between items does not exceed 10% of the amount of each item of eligible costs, as shown in the detailed estimated budget, and without exceeding the total eligible costs. The partner shall inform the Commission accordingly in writing.

3.5   If the eligible costs on completion of the action turn out to be lower than the estimated total cost specified in article 3.2, the Commission's final grant will be limited to the amount calculated by applying the maximum subvention percentage, as indicated in the detailed estimated budget in Annex II.

3.6   Taking into consideration the contribution in kind, the Commission's contribution will be a maximum of **66,45%** of the *total action costs*.

If the contribution in kind turns out to be lower than the estimated amount specified in article 3.1, or if the partner fails to produce supporting documents for the contribution in kind, the Commission's final grant, determined according to article 3.5, will be reduced by applying the percentage of the *total action costs* specified in this article.

3.7   The partner undertakes to repay to the Commission any sums already paid in excess of the final grant.

3.8   The partner agrees that the contribution may under no circumstances give rise to profits and that it must be restricted to the amount required to balance revenue and expenditure for the specific agreement.

3.9   The partner will ensure the financial participation by EFTA or other donors to the action.

Article 4 - Payment arrangements

4.1   The Commission shall pay its contribution, as specified in Article 3.3, according to Article I.5 of the Special Terms of the Framework Partnership Agreement to the partner as follows:

Step 0	25% of the grant amount in the specific agreement given as pre-financing following signature of the agreement	€ 86,212.50
Step 1	50% of the grant amount upon acceptance by the Commission of the interim report	€ 172,425.00
Step 2	The final balance upon acceptance by the Commission of the final report	€ 86,212.50

Article 5 – Deliverables

5.1   The tasks carried out by the partner in performance of this specific agreement shall result in the submission of:

5.1.1   an interim report within 9 months after the start date of the action and

5.1.2   a final report not later than 19 months after the start date of the action.
The reports will inform about the progress achieved with respect to the work program as set out in Annex I and be submitted to the Commission in electronic format and in two paper copies. The deliverables shall be formally approved by the

Commission services before payment, in accordance with Article I.5.7 of the Special Terms of the Framework Partnership Agreement.

5.2   In accordance with Article I.5.7 of the Special Terms of the Framework Partnership Agreement, the Commission shall have a period of 45 calendar days, counting from the date of receipt of the deliverable, to approve or reject the documents in question or to request additional supporting documents or information under the procedure laid down in Article II.15.3 and II.15.4 of the General Terms of the Framework Partnership Agreement. The Commission can, within the approval period, submit comments to the partner or request changes to the report. In that case, the partner shall within 45 calendar days of the request send an updated version of the report or submit additional information to the Commission.

5.3   In the absence of remarks from the Commission within the period of 45 calendar days, approval shall be considered to have been given implicitly.

5.4   The partner may submit the corresponding request for payment after explicit or implicit approval of the report.

Article 6 - Amendments

6.1   The partner shall inform the Commission whenever circumstances occur that change the partner's ability to carry out the tasks in accordance with the specific agreement and its annexes. The partner must send a request for a revision to the Commission in good time before it is due to take effect and at all events before the end date of the action.

6.2   Such a revision, if accepted by the Commission, will be formalised in a written amendment to this specific agreement. No verbal agreement may bind the parties to this effect. Under no circumstances can amendments take effect before the date of receipt of the partner's request.

6.3   The amendment may not have as its purpose or effect to modify substantially the content of the agreement.

Article 7 - General administrative provisions

7.1   The partner shall make it possible to identify funds paid by the Commission on the account to which payments are made. If the funds paid to this account yield interest or equivalent benefits under the law of the State on whose territory the account is opened, such interest or benefits shall, if they are generated by pre-financing payments, be recovered by the Commission.
The partner shall inform the Commission annually of the amount of interest yielded, and in any event when the request for interim payment and the request for final payment are made.

7.2 Any information supplied in connection with this agreement shall be in writing and shall be sent to the following addresses:

For the **Commission**

Deliverables for verification and technical information and must be sent to:

European Commission
DG ENTERPRISE AND INDUSTRY/TECHNOLOGY FOR INNOVATION UNIT
Head of Unit
BREY 06/066
B-1049 Brussels

Deliverables and payment requests must be sent to:

European Commission
DG ENTERPRISE&INDUSTRY/STANDARDISATION UNIT
Head of Unit
B100   01/006
B-1049 Brussels

For the **Partner**

ETSI
Gavin Craik
650 Route des Lucioles
F-06921 Sophia Antipolis Cedex

Done at Brussels, in duplicate.

For the **partner**

p.o.

Walter WEIGEL
Director General, ETSI

Pierre de COURCEL
Signature:.
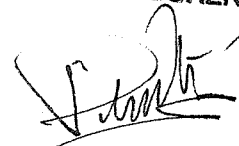*Director Administration and Finance*

Date: 24 / may / 2007

For the **Commission**

Heinz ZOUREK, Director-General,
Enterprise and Industry DG

Signature:

P. ORTÚN
AUTHORIZED
REPRESENTATIVE OF
H. ZOUREK

Date:

3 0. 05. 2007

Mandate for the tasks to be performed

Brussels, 7th December 2005
DG ENTR/D4

M 376 - EN

STANDARDISATION MANDATE TO **CEN, CENELEC** AND **ETSI** IN SUPPORT OF **EUROPEAN**
ACCESSIBILITY REQUIREMENTS FOR PUBLIC PROCUREMENT OF PRODUCTS AND SERVICES IN
THE **ICT** DOMAIN

OBJECTIVE OF THE MANDATE

Mandate to CEN, CENELEC and ETSI in support of the policies for e-accessibility, namely:
- Communication COM(2001) 529 final of 25 September 2001 "eEurope 2002: accessibility of public web sites and their content" which aimed at making web sites more accessible to people with disabilities and older people;

- Council Resolution of 25 March 2002[1] "eEurope Action Plan 2002: accessibility of public websites and their content";

- European Parliament Resolution of 13 June 2002[2] on the Commission Communication eEurope 2002: Accessibility of Public Web Sites and their Content[3];

- Council Resolution of 6 February 2003[4] "eAccessibility – improving the access of people with disabilities to the knowledge based society".

Several Member States have developed, or are in the process of developing legislation to improve ICT (Information and Communication Technologies) accessibility. This is known as eAccessibility. eAccessibility means overcoming the barriers and difficulties that people experience when trying to access goods and services based on ICTs.

Specific "assistive technology" devices can help improve accessibility. Furthermore Europe is also promoting a "Design for All" approach to products and services so that these become readily usable by as many people as possible. For many people with disabilities, a combination of both assistive technology and good design is needed to achieve an adequate solution. It is thus essential that mainstream products (designed for all) will interface seamlessly with assistive devices for those with specific needs.

This includes the development of a variety of accessibility requirements, including those to be used for public procurement. Stakeholders strongly agree on the importance to call for interoperability and harmonization of the actions taken around the world[5]. Except for Web accessibility which is well developed in Europe, and for which there is a broad consensus about the joint efforts taken and the accomplishments of the W3C/WAI, in other areas of ICT

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[1]   OJ C 86, 10.4.2002, p. 2.
[2]   OJ C 261 E, 30.10.2003, p. 582.
[3]   P5_TA (2002) 0325.
[4]   OJ C 39, 18.2.2003, p. 5.
[5] http://europa.eu.int/information_society/policy/accessibility/regulation/pubproc_ws_2004/index_en.htm

consensus about requirements for accessibility needs to be built... Europe now has a unique opportunity to promote harmonization and interoperability in the field of accessibility. ICT products should be designed in an accessible manner so that people with disabilities and elderly persons can use and profit from them in the same way as everyone else. In doing so harmonisation of these requirements will not only facilitate the work of industry, it will also enlarge markets, and provide potential buyers with better products and services. The inclusion of accessibility requirements in public procurement will constitute an incentive for manufacturers to develop and to offer accessible devices, applications and services, which in turn will benefit people with disabilities and older people but also will be to the benefit of other users.

Against this background the main objectives of this mandate are:

- to harmonise and facilitate the public procurement of accessible ICT products and services by identifying a set of functional European accessibility requirements for public procurement of products and services in the ICT domain, and

- to provide a mechanism through which the public procurers have access to an electronic toolkit, enabling them to make use of these harmonised requirements in procurement process.

The mandate request the standards organizations work to harmonise in Europe those accessibility requirements that may be applied, regardless of the value of the purchase to public procurement of ICT products and services and there by to achieve interoperability .

RATIONALE

Background

People with disabilities and older people constitute a large group of the population in the European Union. An estimated 90 million people, or 20% of the population, belong to this group; these numbers show that accessibility is a major issue. With the changing age structure and the fact that disability is strongly related to age, the European Union faces a major challenge to maintain and improve the quality of life, independence and integration of these citizens. ICT plays an important role in economic, educational and social life of Europeans. Therefore, access to mainstream ICT is crucial for people with disabilities and older persons. Making this technology, and the services using it, more accessible would facilitate the inclusion of this already disadvantaged group. It is socially, ethically, economically and politically important that the advantages of ICT are made available to as many citizens as possible. If not, Europe will be confronted with a situation of social exclusion where ICT sets people apart, instead of bringing them together.

Policy issues

Lack of equal access to ICT products and services can be seen as a form of discrimination. Article 13 of the Treaty provides for measures against discrimination inter alia on the grounds of disability[6]. In November 1999 the European Commission adopted an anti-discrimination package based on Article 13 of the Treaty which led to a Directive in the field of employment and occupation prohibiting discrimination on all grounds listed in Article 13[7]. Legislative measures have been taken not only in the social area but also within the ICT domain. Several Directives already include clauses with reference to people with disabilities and older persons, including the Electronic Communications Networks and Services Directive[8], that on Radio

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[6]   Also in the future Constitution.
[7]   Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation, OJ L 303/16 of 02.12.2000.
[8]   Directive 2002/21/EC, OJ L 108 of 24.4.2002, p. 33.

and Telecommunication Terminal Equipment[9], and the Public Procurement Directives[10]. Moreover, the creation of equal opportunities for people with disabilities is addressed by a specific European Action Plan[11].

The urgent need to build a more inclusive information society has been reflected in recent policy activities. The Council, the Parliament and the Commission have in various ways expressed concern about the barriers to effective participation in the information society that some groups are faced with. As part of the Lisbon strategy and the integrated European approach towards economic and social renewal, the Commission has expressed the will to create an Information Society for all. Concrete action for a more accessible information society was taken on different levels in the two action plans eEurope 2002 and eEurope 2005. Furthermore, several Member States are developing specific legislation in this domain. Although the new generation of technology provides numerous new opportunities for people with disabilities and older persons, new technology can also be troublesome from an accessibility point of view. There has not been sufficient market reaction to what has been done at a policy level to enhance accessibility. Therefore, the mandates M273 and M283[12] need to be complemented. While the first one made an inventory on standardisation needs in the field of assistive technology and Design for all, the second one addressed the needs of standardises in this field. This new mandate which builds upon previous work, deals with the development of European accessibility requirements for public procurement of products and services in the ICT domain could give an incentive both for the market and public organisations to take the aspect of accessibility into further consideration, and to foster interoperability and harmonisation at EU level.

Public procurement legislation

Although the most significant field of application of the results of the mandate is public procurement the results might be useful for other purposes like procurement in the private sector. Public purchases constitute an important market: total public procurement in the EU (15) amounts to € 1.500 billion or 16% of the Union's GDP. To ensure fair conditions for the cross-border competition of suppliers, public procurement is subject to Community and international rules, apart from public purchases below certain thresholds and certain products. However, procurers can specify accessibility requirements when they purchase goods of a value below the threshold.

Legislative developments that have been prepared within the Internal Market led to a legislative package of Public Procurement Directives that was approved in 2004 by the European Parliament and the Council of Ministers[13]. These Directives offer possibilities to integrate social considerations[14] and specifically the use of Design for All and Accessibility requirements in the technical specifications in the contract documentation for public bids.

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[9]   Directive 1999/5/EC, OJ L 91 of 7.4.1999, p. 10.

[10]   Directive 2004/17/EC and Directive 2004/18/EC, OJ L 134 of 30.4.2004. The details are published at http://europa.eu.int/comm/internal_market/publicprocurement/legislation_en.htm

[11]   COM(2003) 650 final of 30.10.2003.

[12]   M273: Standards for disabled and elderly peoples' access to information and communications technologies (ICT) products and services including "design for all".

M283: Standards that promote barrier-free design, enabling the use of products by disabled and elderly people by applying the principles of design for all, adaptable design, and assistive technology.

[13]   Directive 2004/18/EC of 31 March 2004 of the European Parliament and of the Council of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts, OJ L 134/114 of 30 April 2004. Also available at:
http://europa.eu.int/comm/internal_market/publicprocurement/legislation_en.htm

[14]

http://europa.eu.int/smartapi/cgi/sga_doc?smartapi!celexapi!prod!CELEXnumdoc&lg=EN&numdoc=52001DC0566&model=guichett

Environmental considerations can also be used in Public procurement. Buying green! A handbook on environmental public procurement.
http://europa.eu.int/comm/internal_market/publicprocurement/docs/keydocs/gpphandbook_en.pdf

There are also possibilities for including Design for All and Accessibility in the technical specifications and award criteria addressing the social area.
In Europe several Member States are already using these possibilities.
At international level several countries such as the US[15] and Canada[16] are asking for accessible ICT products and services in their public tenders. To this effect requirements for accessibility have been developed.

DESCRIPTION OF THE MANDATED WORK

The mandate shall be carried out in two phases:
Phase I – Inventory of European and international accessibility requirements and assessment of suitable testing and conformity schemes
The deliverables of this phase shall be submitted to the Commission not later than 12 months after the acceptance of the mandate, and shall consist of two Technical Reports:
(I.1)   A first report covering

- (a) An inventory of ICT products and services (grouped in technical areas) that are usually bought by public procurers (it should cover at least the ICT products address in Section 508 and Canadian toolkit. Other ICT products might be added if identified as bought by public administrations).

- (b) A list of existing functional accessibility requirements in Member States and internationally for those ICT products and services within each technical area, particularly those currently in use in public procurement. The requirements shall cover the concepts of "Design for All" and "Assistive Technology".

(c) In each technical area gaps should be identified where no accessibility requirements exist and suggestions should be provided for developing missing or additional requirements.

(d) A list of existing national, European and international standards and technical specifications (in the sense of Directive 98/34[17]) which might comply with those requirements. An assessment on whether the above mentioned requirements can be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives).

(e) A proposal for a standardization work programme for the development of requirements and award criteria that still do not exist or that are not yet standardized or where the existing requirements are not considered adequate or suitable as either technical specification or award criteria. The work programme should provide an indication of the types of standardisation deliverables best suited to carry out the work described in phase II, other than for II.1 where an EN is required.

Note: it is suggested to summarise the findings in a table that should have separate columns indicating the above headings (rows: technical areas, columns: technical specifications covering functional requirements and award criteria and the related standards and technical specifications to comply with those requirements).

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[15] Section 508 of the Rehabilitation Act as amended by the Workforce Investment Act of 1998. http://www.section508.gov
[16]   Accessible Procurement Toolkit, http://www.apt.gc.ca
[17]   Directive 98/34/EC of the European Parliament and of the Council of 22 June 1998 laying down a procedure for the provision of information in the field of technical standards and regulations, OJ L 204/37 of 21 July 1998.

(I.2)   To make the best use of the work carried out in this Phase, the ESOs will also prepare a second report that will present an analysis on testing and conformity schemes of products and services meeting accessibility requirements. The analysis shall refer to existing schemes of this nature at European and international level. The analysis shall consider the full range of possible solutions, including supplier self-declaration, certification/ accreditation of suppliers, and third party certification schemes.

The analysis shall also address existing or propose requirements for suppliers' technical capacities and abilities in the accessibility domain, which can be used for the selection of suppliers or in support of the conformity process.

The two draft versions of these reports will be submitted to an open and accessible review process to facilitate feedback from all interested parties for example via Internet and an open event. The final reports submitted to the Commission will take due account of the European policy objectives, in particular in the field of accessibility, harmonisation and interoperability.

Phase II - Standardisation activities

Phase II will start after the agreement by the Commission of the deliverables of Phase I.

The aim is to elaborate a complete list of European functional accessibility requirements for public procurement of products and services in the ICT domain that shall be made available online. The list shall provide guidance and ready text to public procurers who will access it. The requirements should be described in a user-friendly manner so that the target audience, mainly procurer officers, can use them either as technical specifications or award criteria in the tenders or in support of conformity processes. Already existing requirements/guidelines/toolkits and best practices developed within this field in Europe and internationally should be taken into consideration[18].

The five deliverables of Phase II are:

II. 1   A European Standard (EN) specifying for all ICT products and services within each of the technical areas the corresponding requirements for accessibility[19], whether they already exist or are newly developed following the results of Phase I of this mandate.

The draft European Standard shall be provided within 12 months of the start of Phase II. The EN should be provided within 18 months of the start of Phase II, subject to due completion of the approval process by the ESOs.

II.2   A report listing the standards and technical specifications (building on deliverable I.1 (d)) that comply with the above mentioned requirements for accessibility.

The completed report shall be provided within 12 months of the start of Phase II, subject to due completion of the approval process.

II.3   Guidelines on accessibility award criteria that are relevant to each technical area that can be used in the procurement of ICT products and services.

The completed guidelines shall be provided within 12 months of the start of Phase II, subject to due completion of the approval process.

II.4   Guidance and support material for public procurements, which should address at least the following[20] :

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[18] The following list of countries is known to have (or consider having) some accessibility requirements for public procurement in the ICT domain and should be considered: Italy, Denmark, Sweden, Ireland, Spain, Germany, Portugal at international level, US, Canada, Japan and Australia. This list is by no means exhaustive.

[19] To be used in terms of technical specifications in the sense mentioned in the public procurement Directives.

[20] The ACCENT project issued useful information on this topic (see http://www.statskontoret.se/statskontoret/templates/Page____1793.aspx)

- Information Technology planning guidelines
- Broad circulation of materials on accessible information technology
- Technical advice on new ICT hardware or software
- Training of IT staff on the use of the developed material
- Inventory of existing accessibility support services and of accessibility support needs
- Inclusion of accessibility in ICT call for proposals
- Verification of supplier claims of accessibility
- Tracking of non-compliance of products and services with accessibility requirements in tenders
- Information on the testing and conformity aspects

The guidance and support material shall be provided within 12 months of the start of Phase II.

II.5 An online,[21] accessible toolkit providing structured access to the full content of the EN, the report, the guidelines and the guidance material. It shall provide, in particular, thorough guidance and ready text to public procurers who will access it.

A pilot version of the toolkit shall be available on line 12 months after the start of Phase II. The toolkit shall be provided within 18 months of the start of Phase II.

MODUS OPERANDI AND CO-ORDINATION ASPECTS

CEN, CENELEC and ETSI shall establish and maintain adequate and efficient coordination mechanisms for the execution of the mandate with a view to achieving the widest possible consensus amongst all parties concerned, and shall work in close co-operation with relevant stakeholders, e.g. industry representatives, public authorities (i.e. procurers), people with disabilities and older people and their representative organisations, accessibility experts, consumer organisations.

In addition, arrangements shall be made to establish relevant international co-operation. In this respect, the following principles shall be followed:

- Close co-operation with relevant industry standards fora and consortia including the World Wide Web Consortium (W3C/WAI) shall be established, as appropriate.

- International co-operation at technical level shall be ensured as appropriate, in particular with IEC, ISO, JTC1, ITU-T and UN/CEFACT while closely coordinating with the EC.

- Results of relevant EU research projects and ongoing standardisation projects shall be taken into account.

- Close involvement of European and national organisations related to people with disabilities and consumers, e.g. European Disability Forum EDF and ANEC shall be ensured, possibly through the ICT Standard Board's DATSCG[22].

- Particular attention shall be given to the involvement of public procurers and national organisations and authorities concerned with the implementation of Directives 2004/17/EC and 2004/18/EC.

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[21] This toolkit and the rest of the standardisation deliverables will be considered deliverables under eEurope and as such the Commission requests the ESOs, to the largest possible extent, to consider making available these deliverables free of charge.

[22] DATSCG – Design for All and Assistive Technology Standardisation Co-ordination Group

Close coordination with responsible Commission services will be ensured, in particular with DG INFSO eInclusion unit, DG ENTR (unit for Technology for innovation, ICT industries and e- business and unit for Standardisation, financial support, coordination of contractual links with standardisation bodies) and DG MARKT (unit Formulation and enforcement of Public Procurement law).

EXECUTION OF THE MANDATE

5.1 Within 3 months of the date of acceptance of this mandate, CEN, CENELEC and ETSI shall present a joint report including the work programme to the Commission setting out the arrangements they have made for the execution of this mandate. Particular attention shall be paid to the involvement of all relevant parties (as described in section 4) and to the working arrangements with relevant experts in the field of eAccessibility, industry associations, users with disabilities and older persons and other relevant organisation/consortia.

5.2 Subject to the acceptance of the proposed arrangements by the Commission, CEN, CENELEC and ETSI are invited to execute the work. Adequate monitoring mechanisms for the work will be put in place by the Commission in coordination with the ESOs.

5.3 On acceptance by CEN, CENELEC and ETSI of the mandate the appropriate standstill period will start in accordance with Article 7.1 of the Directive 98/34/EC of 22 June 1998.

Description of the tasks to be performed

1.   Objective

The objective of the proposal is to carry out phase one of the European Commission Mandate M/376 by producing an inventory of European and international accessibility requirements and assessment of suitable testing and conformity schemes.

It is proposed by the ESOs that two parallel project teams are required to carry out this work in order to achieve the required timescales set out in the Mandate. Annex A and Annex B of this document provide the detail necessary for establishing contracts with the ESOs for these project teams. Both teams are required to work in close co-operation and to actively engage in building consensus as part of their work.

ETSI will establish an STF to produce:

(a) An inventory of ICT products and services (grouped in technical areas) that are usually bought by public procurers which will cover at least the ICT products addressed in Section 508 and Canadian toolkit. Other ICT products may be added if identified as bought by public administrations.

(b) A list of existing functional accessibility requirements in Member States and internationally for those ICT products and services within each technical area, particularly those currently in use in public procurement. The requirements will cover the concepts of "Design for All" and "Assistive Technology".

(c) In each technical area gaps will be identified where no accessibility requirements exist and suggestions will be provided for developing missing or additional requirements.

(d) A list of existing national, European and international standards and technical specifications (in the sense of Directive 98/34) will be identified which might comply with those requirements. An assessment will be made on whether the above mentioned requirements can be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives).

(e) A proposal will be made for a standardization work programme for the development of requirements and award criteria that still do not exist or that are not yet standardized or where the existing requirements are not considered adequate or suitable as either technical specification or award criteria. The work program will provide an indication of the types of standardisation deliverables best suited to carry out the work described in phase II of the Mandate, other than for II.1 where an EN is required.

CEN will establish a Project Team to provide an analysis on testing and conformity schemes of products and services meeting accessibility requirements. The analysis will refer to existing schemes of this nature at European and international levels. The analysis will consider the full range of possible solutions, including supplier self-declaration, certification/ accreditation of suppliers, and third party certification schemes.

The conformance analysis will also address existing or propose new requirements for suppliers' technical capacities and abilities in the accessibility domain, which can be used for the selection of suppliers or in support of the conformity process.

The following deliverables will be produced by each of the ETSI and CEN teams:

- an interim report, at the latest six months after the start of the work providing an overview of the work performed from the beginning of the activity to the date the report is produced;

- a final report will be produced after the deliverables have been approved by the CEN/CENELEC/ETSI technical bodies which will detail all of the work done and the manner in which comments were handled which were received during the writing of the reports.

An open meeting will be held in Brussels to provide stakeholders with an opportunity to give their feedback on the reports and state their requirements for the implementation of the next phase of the mandate when the work of the two teams is completed.

No ESO will publish the results of the work of the teams unless they have been agreed by all 3 ESOs. This will be achieved by passing the results of the work of the Teams in parallel through the 3 technical bodies in charge of acceptance. The publication by the ESOs of the reports produced by the project teams will refer to the fact that they were commonly developed and agreed by CEN/CENELEC/ETSI.

2.   Rationale

People with disabilities and older people make up a large part of the population in the European Union. An estimated 90 million people, or 20% of the population, belong to this group showing that accessibility is a major issue. With the changing age structure and the fact that disability is strongly related to age, the European Union faces a coming major challenge to maintain and improve the quality of life, independence and integration of these citizens. ICT plays a growing and important role in the economic, educational and social life of Europeans. Therefore, access to mainstream ICT is crucial for people with disabilities and older persons. Making this technology, and the services using it, more accessible would facilitate the inclusion of this already disadvantaged group. It is socially, ethically, economically and politically important that the advantages of ICT are made available to as many citizens as possible.

ICT products should be designed in an accessible manner so that people with disabilities and elderly persons can use and profit from them in the same way as everyone else. In doing so harmonisation of these requirements will not only facilitate the work of industry, it will also enlarge markets, and provide potential buyers with better products and services. The inclusion of accessibility requirements in public procurement will constitute an incentive for manufacturers to develop and to offer accessible devices, applications and services, which in turn will benefit people with disabilities and older people but also will be to the benefit of other users.

To achieve this accessibility it is necessary:

- to harmonise and facilitate the public procurement of accessible ICT products and services by identifying a set of functional European accessibility requirements for public procurement of products and services in the ICT domain, and

- to provide a mechanism through which the public procurers have access to an electronic toolkit, enabling them to make use of these harmonised requirements in procurement processes.

Mandate M/376 requests that the standards organizations work to harmonise throughout Europe those accessibility requirements that may be applied, regardless of the value of the purchase to public procurement of ICT products and services and thereby to achieve interoperability.

3.   Policy relevance and market impact

Several Directives already include clauses with reference to people with disabilities and older persons, including the Electronic Communications Networks and Services Directives, that on Radio and Telecommunication Terminal Equipments, and the Public Procurement Directives. Moreover, the creation of equal opportunities for people with disabilities is addressed by a specific European Action Plan.

The urgent need to build a more inclusive information society has been reflected in recent policy activities. The Council, the Parliament and the Commission have in various ways expressed concern about the barriers to effective participation in the information society that some groups are faced with. As part of the Lisbon strategy and the integrated European approach towards economic and social renewal, the Commission has expressed the will to create an Information Society for all. Concrete action for a more accessible information society was taken on different levels in the two action plans eEurope 2002 and eEurope 2005. Furthermore, several Member States are developing specific legislation in this domain. In addition, the i2010 Communication has as one of its 3 priorities to achieve an Inclusive European Information Society.

Although the new generation of technology provides numerous new opportunities for people with disabilities and older persons, new technology can also be troublesome from an accessibility point of view. There has not been sufficient market reaction to what has been done at a policy level to enhance accessibility. This new mandate builds upon previous work, and deals with the development of European accessibility requirements for public procurement of products and services in the ICT domain.

Close co-operation with relevant industry standards fora and consortia including the World Wide Web Consortium (W3C/WAI) shall be established as appropriate. At a global level technical coordination should be carried out as appropriate with IEC, ISO, JTC1, ITU-T and UN/CEFACT and with the European Commission. Results of relevant EU research projects and ongoing standardisation projects shall be taken into account.

Close involvement of European and national organisations related to people with disabilities and consumers, e.g. European Disability Forum EDF and ANEC will be needed. This may be direct or through the ICT Standard Board's DATSCG. Particular attention shall be given to the involvement of public procurers and national organisations and authorities concerned with the implementation of Directives 2004/17/EC and 2004/18/EC. This activity should build on the existing accessibility initiatives such as the 508 legislation in the USA so that disabled consumers in Europe can benefit from the cost savings due to market size and the advanced accessibility technologies available at a global level.

The work performed under this Mandate could give an incentive both for the market and public organisations to take the aspect of accessibility into further consideration, and to foster interoperability and harmonisation at an EU level.

Although the most significant field of application of the results of the mandate is public procurement the results could be useful for other purposes such as procurement in the private sector.

The Project Teams will assess all relevant existing activities, including those in other regions (eg the US Section 508 system) and those carried out at international level. In particular, due account will be taken of the work that is currently happening in the ISO/IEC JTC1/ SWG on eAccessibility, providing an overview of eAccessibility user needs and standards. Contacts with international developments will be of a technical nature, aiming to ensure the widest possible coverage of approaches, standards, etc in the report.

4. Working method/approach

4.1 Organizing the ESO's response to the Mandate
The role of the reference bodies in CEN, CENELEC and ETSI

This work will require close co-operation and co-ordination between the ESOs. It will be carried out as a collaborative action between them. It will be the responsibility of all participants to take a flexible and practical approach to the progression of the work based on consensus between the ESOs. The active and balanced participation of all relevant stakeholders is a key element of the work to be carried out within this mandate by the ESOs.

In CEN, BT/WG185 will be the reference body responsible for the follow-up of the work and for preparing the acceptance of the results on behalf of CEN. In CENELEC, BT/WG101-5 will be the reference body responsible for the follow-up of the work and for preparing the acceptance of the results on behalf of CENELEC. In ETSI, ETSI/TC HF will be the reference body responsible for the follow-up of the work and for preparing the acceptance of the results on behalf of ETSI.

The role of the project teams

The inputs into the consensus building process (this is the production of the various draft versions of the reports and of related discussion papers) will be produced by two specially established project teams one will be administered through ETSI (as an ETSI STF) and the other through CEN (as a CEN PT). Each team leader will be working with a well integrated expert team. The team leaders will be responsible for the general supervision of the work and for reporting the work of the team to a Steering Group and to the reference bodies in CEN, CENELEC and ETSI.

The role of the steering group

The Steering Group shall include the Chairs/Convenors of CEN BT/WG185, of CENELEC BT/WG101-5 and of ETSI/TC HF, together with representatives of their Secretariats, and/or the ESOs' Central Secretariats. By agreement of the Steering Group, or in accordance with the rules and procedures of the ESOs, other representatives of the ESO members may attend.

The role of the Steering Group shall be to co-ordinate the work of the project teams so that it meets overall contractual requirements. The European Commission services and EFTA Secretariat can attend the Steering Group meetings as counsellors of the ESOs, once the project teams are up and running. The Steering Group shall propose its own working rules. The Steering Group shall be co-chaired by the Chairs/Convenors of CEN BT/WG185 and of ETSI/TC HF.

The other relevant financial and administrative provisions applicable to the project teams shall be according to the relevant procedures of the administering ESO.

Both Project Teams will closely liaise with each other, in order to guarantee an optimal knowledge exchange between them.

The ESOs' role in recruitment

The recruitment of the Project Team experts will be undertaken, in accordance with their procedures, by the three ESOs through widespread circulation of details of the opportunity of participation amongst their members and other interested parties, as well as on the public web. Nominated experts should have the following expertise and knowledge:

- Knowledge of European and international regulatory requirements applicable to products and services in the ICT domain

- Knowledge of Human Factors and ergonomics applicable to products and services in the ICT domain

- Understanding of the processes required for setting up conformity schemes and a knowledge of evaluation methodology

- Experience in using standards and encouraging their deployment

- Knowledge of the impact of disabilities on the use of ICT products and services and of the use of assistive devices to overcome them

- Understanding of those services and products provided by the Telecommunications and Consumer Electronics industries that are usually bought by public administrations.

- Wide experience of standards document creation.

    - Knowledge of public procurement

    - eAccessibility expertise

    - Knowledge of consumer issues in the ICT area

    - Knowledge of user centred design in ICT

    - Experience of user requirements capture

The specific selection of experts will be proposed by the Steering Group. For this purpose, the Steering Group will be chaired by the technical body administering the PT or STF (i.e. CEN or ETSI case-by-case). The selection of experts shall be endorsed according to the procedures of the responsible organization.

4.2 Stakeholder Engagement

By definition, voluntary standards in the ESOs are drawn up by stakeholders. Of course, in an activity such as this, it is necessary to take account of as wide a range of views of different stakeholders as possible; this will be a critical success factor for the ESO response to this mandate

One of the reasons for the creation of BT/WG 185 "eAccessibility" was that of "investigating the requirements issues involved with implementing the mandate, in consultation with stakeholder interests (e.g. ANEC, European Disability Forum, European Blind Union,. . .etc.)". The involvement of ANEC, EDF, etc is therefore an explicit element in the BT/WG's ToR.

The ESO project teams developing the reports required by the mandate will actively seek stakeholder engagement for consensus building in the development of their technical work. At a minimum the following processes will be used to engage with stakeholders by the ESO project teams.

Web sites for consultation

The draft work will be made public on the web sites of the DATSCG/ESOs, and stakeholders will be invited to comment on the work as it proceeds.

DATSCG will enable through its web-site a single entry point into both projects. In the case of the BT/WGs the public information (latest drafts, contact person coordinates, etc) will be physically hosted by the DATSCG-pages, whilst for ETSI/TC HF, a hyperlink to the TC-pages will be used. The DATSCG-pages have been made accessible, therefore meeting the requirement written down in the mandate for accessible web-sites. All reasonable efforts will be made towards compliance with WCAG for all information related to the activity.

Support for disabled representatives

Financial support will be foreseen under the contracts in support of the participation of representatives of the community of the disabled in attending meetings to participate in consensus-building, such as in Project Team workshops or DATSCG and in the reference bodies in CEN, CENELEC and ETSI when they are addressing the work of the project teams..

The role of DATSCG

ICTSB/DATSCG is a key stakeholder in the standardisation process for accessibility in ICT. DATSCG will collaborate with the ESOs, the Project Teams and other stakeholders to:

- participate in the organization of any outreach workshops needed during the development of the work of the Project Teams;
- assist stakeholders in commenting and to work towards the widest possible stakeholder engagement through multiplying available information on the project through mailing lists and web-sites that are controlled by its members;
- participate in the organization of the consultative conference towards the end of the contract;
- empower stakeholders who have no direct access to the technical bodies (ETSI/TC HF and BT/WGs) but who participate in DATSCG to voice any serious concerns to the Project Teams through the support and expertise in standardisation of DATSCG.

In addition to the consensus processes in the BT/WGs and in ETSI/TC HF, and the liaison mechanisms that will be created between the 3 groups, input into the reports will be possible as follows: any stakeholder will be able to download the latest draft from the web-site and will be in a position to give its feed-back directly.

Brussels stakeholder consultation workshop

It is expected that the information in the output reports will be disseminated at a significant public conference/workshop with the objective to receive a final set of public comments on these almost final output reports.

The host for the conference will be CEN on behalf of the 3 ESOs. The conference will be organized in an accessible venue. Sign language translation (equivalent of one full-time translator) will be provided as well as a Speedtext interpretation.

The conference will be promoted as organized by DATSCG, the commission, and stakeholders. It will be part of the series of international workshops organized about issues relating to accessibility and public procurement in ICT that have been organized in Brussels in recent years by DATSCG. Both project teams will provide technical content to the conference. CEN will in its capacity of secretariat to the DATSCG take the lead in installing a "conference planning committee".

The conference will take place over two days; the event will be structured as follows: it will start with an opening session at which the context of the activity will be given. Following this opening session, each team will have half a day for reporting its work and consulting the stakeholder community. Following both sequential sessions, a closing session will be organized at which the next steps, both in terms of this mandate as well as in terms of the more general context, will be discussed. Attendees will register separately for each half day and the teams are individually responsible for the content and co-ordination for the half day dealing with their own specific delivery.

A process will be installed to collect comments from the participants:

- a feed-back form through which these comments can be made in a structured way will be included in the delegate package;

- the feed-back form will be posted on the web so that comments can also be given following the open meeting through electronic means.

The Project Teams have to produce reviewed and revised reports following the outcome of the open even, which will be for discussion at the final meetings of the BT/WGs and ETSI/TC HF. These meetings will also decide on any unresolved issues from the conference.

Annex A

ETSI STF: M376 Phase One Standards Review

This annex provides the performance indicators, work plan, and financial details necessary to establish a contract for an ETSI STF to carry out the phase one standards review.

A.1 Performance indicators

To enable a transparent qualitative view of the stakeholder engagement with the project team and the performance of the STF at dealing with stakeholder comments a public register of stakeholder issues will be maintained by the STF. This will be publicly available and will show the source of an issue, how it was dealt with and the resulting impact on the output delivered from the team. The register will be reviewed regularly by ETSI TC HF who will be the final arbiter of any conflicts about the resolution of an issue or it's entry into the register. The register will be reviewed by the steering group as an administrative performance metric for the team at dealing with stakeholder consultation.

As required by the contract, information will be provided that will act as performance indicators against this activity in the following cases:

Effectiveness:

Details will be provided of the number of participants in the activities at all levels, including the stakeholder meetings, interviews, the Reference/Steering Group commenting on drafts throughout the lifetime of the development of the reports. Details will also be provided on the number of meetings held related to the work and the number of participants, the number of presentations made about the activity (plus an evaluation of the feedback received) and details on the production schedule in relation to that set down for the work and the life of the contract.

Proposed Benchmarks

(a) A least 2 draft versions of the each report to be announced and promoted through e-mail and the DATSCG, CEN, CENELEC, and ETSI.

(b) The number of downloads during public consultation period to be counted (preferably each draft should be in one place with links from the other sites, to facilitate download count).

(c) 90% of the tasks and other milestone related schedules should be met on time.

Stakeholder engagement:

An analysis will be given of the balance of the stakeholder representation in the activity and the number of liaison activities performed, particularly at the international level. The degree to which working relationships between the standards groups of different standards organisations can be established (particularly between CEN

CENELEC and ETSI standards groups) will be a sign of the effectiveness in achieving the aims of this work. Use will also be made of the proposed "Stakeholder Issues Register" to assist in this. The STF will also set up an exploder list (to be a reference group) so that identified stakeholders can be identified and placed on this so that they can be notified of the actions and of new drafts available for comment. However, membership of this list will be open to all those wishing to receive information and ETSI and the STF will make as many stakeholders aware of this list as possible.

Proposed Benchmarks

At least 3 major stakeholders in different countries will be involved in the activities of the STFs.

Statistical presentation of the different stakeholder representation over the duration of the action (e.g. proportion and level of activity).

Dissemination of results:

Information will be provided that records the number of actions performed to disseminate the output and the efforts to raise the awareness of the activity and to disseminate the output. This will include information on the hits made on the relevant web pages and downloads of drafts for comment. Information on the efforts to bring this work to public notice prior to publication will be provided.

Proposed Benchmarks

(a) 5 presentations will be made at workshops, symposia, standards bodies and user groups.

(b) 2 press releases and/or articles on the work and the achievement of important results.

Impact:

Efforts will be made to provide information on how satisfied the stakeholders were with the work activity. This also includes elements mentioned above in relation to comments received as the action will be closed shortly after final publication of the ETSI Standard and download of the published version will not be truly measurable.

Proposed Benchmark

A record will be provided of stakeholder comments on the work (using the stakeholders issues register as mentioned at the start of this clause). This tool will also enable details to indicate the type of stakeholder participating by category (e.g. manufacturer, NGO, consumer, user, etc.) and the reaction to their input.

A.2   Work plan, milestones and deliverables

Task 1:   Establish project

Technical experts will be recruited to participate in and establish the project team; the allocation of resources and tasks will be agreed and the necessary reference documents obtained. This will be completed within three months after the date of signature (by S+3).

Task 2:   Start-up activities

The technical work of the project will be initiated with the first meeting of the teams along with the development and agreement of a plan to provide the delivery required from this STF by its terms of reference. This will be completed within four months after the date of signature (by S+4).

Task 3: Inventory of publicly procured ICT products and services

To create an inventory of ICT products and services (grouped in technical areas) that are usually bought by public procurers which covers at least those ICT products addressed in the US Section 508 and Canadian toolkit. Other ICT products might be added if identified as bought by public administrations.

Activity – Along with the use of library based research to identify relevant EU framework project reports and other material that could inform this activity this will entail contact with European administrations to determine the products typically purchased by administrations at all levels, EU, National, European regional and local. Particular attention should be given to accessible mainstream equipment to enable the employment of disabled people.

Effort required – 4 persons working for 4 weeks each over a period from S+4 to S+7.

Task 4: List existing accessibility requirements

Create a list of existing *(functional)* accessibility requirements in Member States and internationally for those ICT products and services within each technical area, particularly those currently in use in public procurement. The requirements shall cover the concepts of "Design for All" and "Assistive Technology".

Activity – This will require contact with the relevant regulatory bodies in the European Union and EFTA and also research in USA/Canada.

Effort required – 4 persons working for 4 weeks each over a period from S+4 to S+7.

Task 5:   Present Interim report to EC/EFTA

Activity – Write the interim report detailing the progress of the STF to date.

Effort required – one person working for 2 weeks from S+6 to S+7

Task 6:   **Identify gaps**

In each technical area gaps will be identified where no accessibility requirements exist and recommendations provided for developing missing or additional requirements.

***Activity* – This will require contact with the various accessibility lobbying organizations throughout the EU/EEA.**

Effort required – 4 persons working for 4 weeks each from S+5 to S+9.

Task 7:   **List compliant specifications**

Prepare a list of existing national, European and international standards and technical specifications (in the sense of Directive 98/34) which could comply with those requirements. An assessment on whether the above mentioned requirements can be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives) will be provided.

Activity – To perform this fully within the timescales of the Mandate would require an extensive study to identify and determine the relevant content of a large number of standards documents existing in each Member State of the EU and would require an unrealistic amount of effort for the results obtained. It is proposed to survey a representative sample of those EU/EEA nations currently procuring accessibility products, and where appropriate to liaise with ISO/IEC JTC1 over this issue.

Effort required – 4 persons working for 8 weeks each over a period from S+5 to S+10.

Task 8   **Standardisation work programme**

Make proposals for a standardization work programme for the development of functional requirements and award criteria that still do not exist or that are not yet standardized or where the existing requirements are not considered adequate or suitable as either technical specification or award criteria. The work programme should provide an indication of the types of standardisation deliverables best suited to carry out the work described in phase II, other than for II.1 where an EN is required.

Activity – This will require a close examination of the standards identified by task 7 to identify where further work is required to produce harmonised European criteria.

Effort required – 4 persons working for 6 weeks each over a period from S+7 to S+10.

Task 9: Present Report to the ESOs

***Activity* – The completed report will be prepared to be presented for approval to the ESOs**

Effort required – one person 3 weeks S+6 to S+12

Task 10: Brussels consultation/workshop

Activity – **Work with the DATSCG and parallel conformance team to provide international workshop to launch output from phase one and consult sector actors.**
Effort required – one person for 2 weeks from S+10 to S+11

Task 11: Final report to EC/EFTA

Activity – **Write the final report which would report on the products of the STF.**
Effort required – one persons working for 3 weeks from S+12 to S+18

A.3   Financial details

This is one of a linked pair of proposals. The other proposal is being prepared by CEN and will require a separate contract from that required for this proposal by ETSI.

The estimated total action costs for this task is 504 600 EUR.

The total effort required for the STF will be 570 Man days and four to six experts will be needed to give the breadth of relationships and expertise needed (342 000 EUR).

Funding should cover 15 European trips at 1 000€ each mission and one outside Europe (potentially to USA/Canada for liaison with ISO JTC1) at 3 000€. A discretionary budget at a minimum of 3 000€ is required to fund the travel costs of disabled people, or their representatives, who need to participate in consensus building activities but are prevented from doing so because of the costs involved. Should this 3 000€ not be used then it will be returned as unused resource at the end of the action. This sets a total requested travel budget of 21 000 EUR.

Total eligible costs required would therefore be 363 000 EUR.

There are no indirect costs related to this proposal as this will be part of the ES0's Operating Grant. There will also be no subcontracting in this proposal.
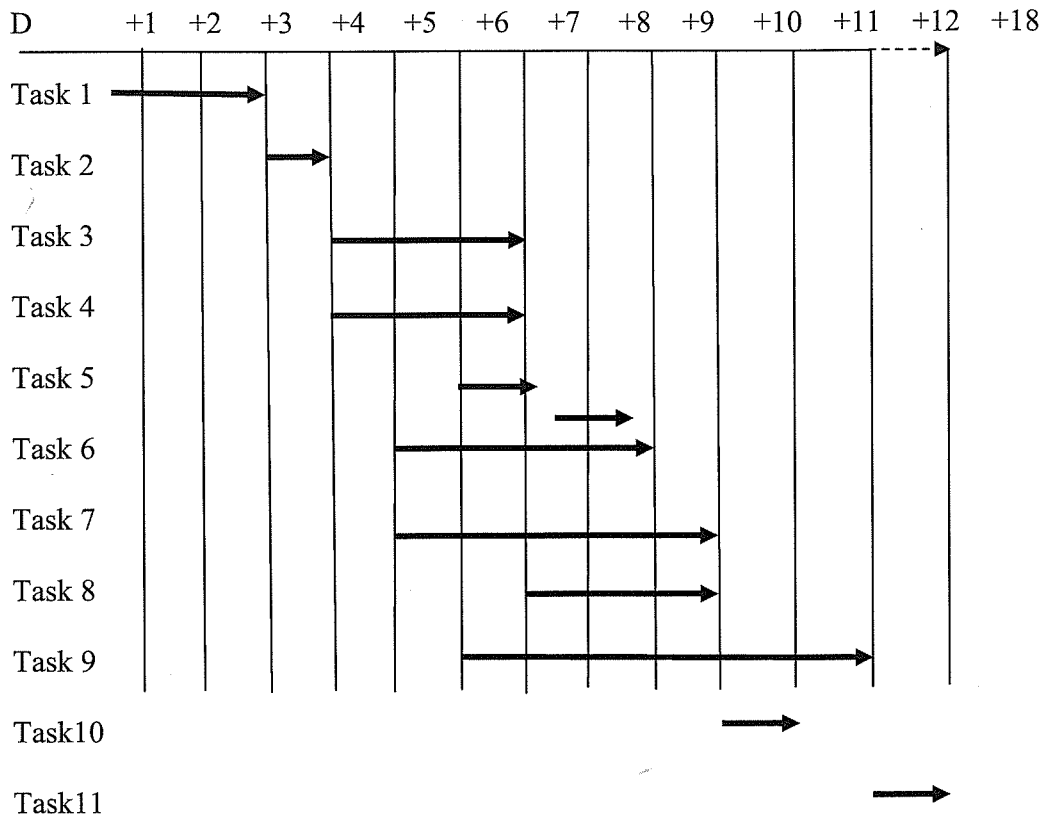
Due to the short timescale for this work and the resource heavy requirement for this STF, the in-kind contribution based on the process agreed under the EC Guidelines cannot be the equivalent of 50%. For this proposal, the Commission has been requested to fund 70% of the total action cost with an in kind contribution of nearly 30% from the ESO. The in kind contribution is 156 600 EUR or 260 person days of effort (one person day = 600 EUR). This is indicated in the relevant estimated financial budget. This is indicated in the relevant estimated financial budget and will follow the provisions of Clause 4 of the "Note for guidance for the implementation of the Framework Partnership Agreement 2004-2007 between CEN, CENELEC, ETSI and the European Commission signed on 11 December 2003".

In-kind contributions will be justified by signed attendance by participants in the planned activity. The information provided will be as agreed in the guidance for the implementation of the regulations in relation to voluntary, consensus-based standardisation activity. This in kind contribution will mainly come from active review and participation of stakeholders in the STF Steering Group, the active review of members from ETSI TC HF, other Technical Bodies in ETSI and our sister ESOs, the ICTSB/DATSCG and other stakeholders plus the international open event planned under this proposal.

It is assumed that there will be between 3 and 4 meetings of TC HF and the Steering Group over the duration of this action. It is expected that up to 8 members will provide days of in-kind contribution (1 day of the meeting being the equivalent to 3 days of in kind contribution at 600 EUR/day which is expected to be around 96 days). However, there will also be meetings of the ICTSB/DATSCG, individual meetings or meetings with groups of identified stakeholders as well as the open meeting towards the end of this action that will provide half or 1 day of in kind contribution (this is estimated at over 100 days). Other meetings and actions are expected to add a further number of days. Following our experience of previos

actions, it is expected that the quotation of 260 man-days of in kind contribution will be realistic given the community affected.

Dates for the actions:

D	+1	+2	+3	+4	+5	+6	+7	+8	+9	+10	+11	+12	+18

Task 1 ──────────►

Task 2 ──►

Task 3 ──────────►

Task 4 ──────────►

Task 5 ──►

Task 6 ──────────►

Task 7 ──────────────►

Task 8 ──────────►

Task 9 ────────────────────────►

Task10 ──►

Task11 ──►

Estimated budget of the action

Total costs – summary	# of units	Unit rate	Costs in euros
Costs of staff/experts or equivalent: - Technical and Project management	570 man-days	600 €/man-day	342.000 €
Travel and subsistence expenses	travels*)	€/travel*)	21.000 €
Equipment necessary to implement the action (either rent cost or dépreciation)	months	€/month	0.000 €
Cost of consumables and supplies necessary to implement the action			0.000 €
Other costs and services necessary to implement the action: - Allocated administrative support - Allocated accommodation expenses - Allocated IT services expenses**)	man-days	€/man-day	0.000 €
Work performed by other member (if applicable)	man-days*)	€/man-day*)	0.000 €
Subcontracting to external organisations	man-days*)	€/man-day*)	0.000 €
Total direct costs			363.000 €
Overheads/indirect costs (frais généraux) for the national standardisation level. Maximum 7% of total direct costs!			0.000 €
Total eligible costs			363.000 €
Estimation of contributions in kind (experts provided by member organisations, or equivalent)			156.000 €
Total action costs			519.000 €

Financing plan – summary	Revenues in euros	Percentage of total action rev.	Percentage of total financing
Direct revenue expected from the action	0.000 €	%	%
Contribution by the partner	0.000 €	%	%
Contribution by the partner's members	0.000 €	%	%
Contribution by other organisations	0.000 €	%	%
Contribution requested from the EC	344.850 €	95,00%	66,45%
Contribution requested from the EFTA	18.150 €	5,00%	3,50%
Where applicable, other contributions by the EC for the same action	0.000 €	%	%
Total action revenues	363.000 €	100%	–
Estimation of contributions in kind (experts provided by member organisations, or equivalent)	156.000 €	–	30,05%
Total financing	519.000 €	–	100%
Discrepancy between total costs and total revenues	+/– X €	–	–

Estimated budget of the action

Annex II.2

SA/ETSI/ENTR/000/2006-XX (M 376 Phase 1 - ETSI)

Estimated costs of the operation

Rubrique	Work item no.	Project management man-days	Tariff €/manday	Administr. support man-days	Tariff €/manday	Number of travels	Cost per travel	Project management costs	Administr. support costs	Travel costs	Equipment costs	Consumables and supplies costs	Other costs, services	Subcontracting to external org.	Total direct costs	Overhead costs max 7%	Total eligible costs	EC+EFTA subvention percentage	EC subvention percentage	EC+EFTA subvention amount	EC subvention amount	EFTA subvention amount
(1a)	(1b)	(2)	(3)	(4)	(5)	(6)	(7)	(8) (2) x (3)	(9) (4) x (5)	(10) (6) x (7)	(11)	(12)	(13)	(14)	(15) Sum (8)to(14)	(16) 7%	(17) Sum (15)to(16)	(18)	(19)	(20)	(21)	(22)
1	Reports	570,00	600,00	0,00	0,00	0,00	0,00	342.000,00	0,00	21.000,00	0,00	0,00	0,00	0,00	363.000,00	0,00	363.000,00	100,00%	95,00%	363.000,00	344.850,00	18.150,00
2																						
Total eligible costs		570,00		0,00			0,00	342.000,00	0,00	21.000,00	0,00	0,00	0,00	0,00	363.000,00	0,00	363.000,00			363.000,00	344.050,00	18.150,00
Contributions in kind (this figure is automatic - use cell F5)																	156.000,00					
Total action costs																	519.000,00					

Financing plan of the operation

Type of revenue	Revenues in euros	Percentage of total action rev.	Percentage of total financing
Direct revenue expected from the operation	0,00	0,00%	0,00%
Contribution by the partner	0,00	0,00%	0,00%
Contribution by the partner's members	0,00	0,00%	0,00%
Contribution by other organisations	0,00	0,00%	0,00%
Contribution requested from the EC	344.850,00	95,00%	66,45%
Contribution requested from the EFTA	18.150,00	5,00%	3,50%
same operation	0,00	0,00%	0,00%
Total action revenues	363.000,00	100,00%	--
Contributions in kind	156.000,00	--	30,05%
Total financing	519.000,00		100,00%
Discrepancy between total costs and total revenues	0,00	--	--

Foreseen payments

Please refer to Art. 4 of the specific agreement

Time schedule for deliverable **Annex IV**

Please refer to Art. 5 of the specific agreement.

FINANCIAL QUOTATION

Applicant's name and address:

European Telecommunications Standards Institute (ETSI)
650, Route des Lucioles, F-06921 Sophia Antipolis, France
Authorised representative: Walter Weigel, Director-General

Quotations referred to in the framework partnership agreement shall in principle be based on the following model and definitions.

The quotation shall specify the various elements (such as labour costs, travelling and subsistence, administrative support, subcontracting, etc.) making up all the costs as well as the time period for the action.

Costs for technical and project management, specialist task force and administrative support will be expressed in man-days. This unit indicates the number of days estimated as required for direct labour under the specific agreement at a given rate per day.

The partner shall regularly provide the Commission with the rates applicable to Technical & Project Management and Administrative Support based on the partner's and its members' actual costs. Rates shall be capable of verification and shall not exceed the real costs. No items that are specifically charged under any other heading of costs shall be included.

The rates will be calculated by reference to an average salary or wage and any other labour costs directly relating to the employment of personnel such as social charges and pension contributions, but excluding any participation in profits.

Costs for technical and project management shall relate only to costs incurred for scientific, technical or specialised staff; they shall not include general administrative, clerical, secretarial or similar costs, which are covered under the headings "administrative support" or "overhead".

1   General information

1.1   Preliminary number of the specific agreement (as given by the EC):
Type of agreement: (delete the irrelevant lines)

SA/ETSI/ENTR/000/2006-XX   (M376 Phase 1)
1. Standardisation work

1.2   Subject or title of the specific agreement;

"M376 Phase One Standards Review"

1.3   Aim of the agreement (including, where applicable, indication of reference document);

The proposed project has the following objectives:

- To carry out designated tasks under phase one of the European Commission Mandate M376 by producing an inventory of European and international accessibility requirements. It should be noted that this work is being done in collaboration with CEN and CENELEC who will also be submitting a further proposal to cover the remaining task(s) under phase 1 of the mandate.

ETSI will establish a Specialist Task Force (STF) to produce:

(a) An inventory of ICT products and services (grouped in technical areas) that are usually bought by public procurers which will cover at least the ICT

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products addressed in Section 508 and Canadian toolkit. Other ICT products may be added if identified as bought by public administrations.

(b) A list of existing functional accessibility requirements in Member States and internationally for those ICT products and services within each technical area, particularly those currently in use in public procurement. The requirements will cover the concepts of "Design for All" and "Assistive Technology".

(c) In each technical area gaps will be identified where no accessibility requirements exist and suggestions will be provided for developing missing or additional requirements.

(d) A list of existing national, European and international standards and technical specifications (in the sense of Directive 98/34) will be identified which might comply with those requirements. An assessment will be made on whether the above mentioned requirements can be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives).

(e) A proposal will be made for a standardisation work programme for the development of requirements and award criteria that still do not exist or that are not yet standardised or where the existing requirements are not considered adequate or suitable as either technical specification or award criteria. The work programme will provide

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		an indication of the types of standardisation deliverables best suited to carry out the work described in phase II of the mandate, other than for II.1 where an EN is required.

(See ETSI Technical Proposal dated 19ᵗʰ October 2006)

1.4	List of the work items with reference number and descriptions/titles;	ETSI Technical Report. DTR/HF-00095: "M376 Phase 1 Standards Review".
1.5	Requested/proposed type of deliverable;	ETSI Technical Report (ETSI TR)
1.6	Reference to the mandate (where applicable);	M376
1.7	Details about the partner (address and contact details);	ETSI, 650, Route des Lucioles, F-06921 Sophia Antipolis, France Authorised representative: Walter Weigel, Director-General
1.8	Account numbers;	BNP PARISBAS IBAN: FR76 3000 4020 3700 0100 8984 354 SWIFT: BNP AFRRPPCAN
1.9	Subcontract(s) and/or subcontractor(s), according to Article I.8 and definitions as given in Annex I, part B, article 1.7;	N/A
1.10	Technical Committee, task force or equivalent body/group responsible for the monitoring of the action;	ETSI Specialist Task Force (STF) under the responsibility of ETSI TC HF.

2   Targets dates for the overall action

2.2	For Project Teams or for Specialist Task Force in the ETSI system	
2.2.0	Expected date of signature of specific agreement	01/11/2006
2.2.1	Interim report (*)	30/06/2007
2.2.2	Final report (*)	31/05/2008

(*) The target dates that are proposed by the standards organisations are based on the foreseen date of signature of the specific agreement. Any delay in the actual signature date of the specific agreement means that the target dates will be automatically carried forward.

3   Financial quotation for standardisation work

Note: The following tables have to be filled in for the partner, its members and subcontractors, at any level, involved in the realisation of the specific agreement.

3.1   Identification of the partner, its members and all subcontractors

List all the organisations taking part in the work.

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No.	Name and address of organization	Status
1	STF experts are selected following an open call through the members of ETSI and following the rules of the Institute. In general this means that it is open to all as the calls are made via the Internet but if the applicant is from a non-ETSI Member then they need to get a member to support their nomination for consideration. Details of the experts are not known until after the agreement of the contract for signature and their selection on signature of the Specific Agreement. Nominations from CEN and CENELEC will be ensured by the fact that the Call for Experts will be publicised by them. This STF will comprise up to 6 experts and their details can be provided upon request once started and will be detailed in the Interim Report. The proposed qualifications/expertise required is outlined in section 4 of the "common" part of the Technical Proposal of 19th October 2006.	STF Experts
2	In-kind contribution justified by signed attendance by participants in the standardisation activity. The information provided will be as agreed in the guidance for the implementation of the regulations in relation to voluntary, consensus-based standardisation activity. This will mainly come from active review and participation in the STF Steering Group, the active review of members from ETSI TC HF, other Technical Bodies in sister ESOs, the ICTSB/DATSCG, participants at the open event and other stakeholders. The in kind contribution is 156 000 EUR or 260 person days of effort (one person day = 600 EUR). This is indicated in the relevant estimated financial budget and will follow the provisions of Clause 4 of the September 2006 version of the "Note for guidance for the implementation of the Framework Partnership Agreement 2004-2007 between CEN, CENELEC, ETSI and the European Commission signed on 11 December 2003". It is assumed that there will be between 3 and 4 meetings of TC HF and the Steering Group over the duration of this action. It is expected that up to 8 members will provide days of in-kind contribution (1 day of the meeting being the equivalent to 3 days of in kind contribution at 600 EUR/day which is expected to be around 96 days). However, there will also be meetings of the ICTSB/DATSCG, individual meetings or meetings with groups of identified stakeholders as well as the open meeting towards the end of this action that will provide half or 1 day of in kind contribution (this is estimated at over 100 days). Other meetings and actions are expected to add a further number of days. Following our experience of previous actions, it is expected that the quotation of 260 man-days of in kind contribution will be realistic given the community affected. See Annex A of ETSI Technical Proposal dated 19th October 2006.	All specified participants in the open standards making process

3.2   Estimated budget of the action

The estimated budget shall describe the total costs of the partner, its members and subcontractors, as well as a financing plan for the action. The tables below will be used in the quotation to describe the <u>estimated costs and revenues</u>. It will also be used after the accomplishment of the action to describe the <u>real costs and revenues</u>.

- All estimated costs that will be registered in the partner's or its members' accounting system shall be included in the total eligible costs.

- Contributions in-kind (i.e. costs not registered in the accounting system) shall always appear on the second last line. They are thus part of the *total action costs* but <u>not</u> part of the *total eligible costs*.

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Estimated budget for ETSI:

Total costs – summary	# of units	Unit rate	Costs in euros
Costs of staff/experts or equivalent: - Technical and Project management	570 man-days	600 €/man-day	342.000 €
Travel and subsistence expenses	21 travels*)	1 000 €/travel*)	21.000 €
Equipment necessary to implement the action (either rent cost or depreciation)	months	€/month	0.000 €
Cost of consumables and supplies necessary to implement the action			0.000 €
Other costs and services necessary to implement the action: - Allocated administrative support - Allocated accommodation expenses - Allocated IT services expenses**)	man-days	€/man-day	0.000 €
Work performed by other member (if applicable)	man-days*)	€/man-day*)	0.000 €
Subcontracting to external organisations	man-days*)	€/man-day*)	0.000 €
Total direct costs			**363.000 €**
Overheads/indirect costs (frais généraux) for the national standardisation level. Maximum 7% of total direct costs!			0.000 €
Total eligible costs			**363.000 €**
Estimation of contributions in kind (experts provided by member organisations, or equivalent. See Annex A of ETSI Technical Proposal dated 19th October 2006.)			156.000 €
Total action costs			**519.000 €**

*) Only indicative; not a binding rate for the declaration of the real costs
**) The "other costs..." (Administrative support, accommodation expenses and IT services expenses) can be included in the estimated budget providing that ETSI fulfils the requirements set out in the draft FPA in article II.14:
- They are actually incurred by the partner,
- Identifiable and quantifiable,
- Registered in the accounting system, auditable,
- Necessary for the implementation of the action (indispensable services for the experts' work),
- Directly linked to the carrying out of the action,
- Time sheets can show the amount of resources needed and allocated to the project,
- The resources are clearly linked to the EC funded activities in ETSI's realised budget, that is audited by ETSI's auditor,
- There is no double funding with other contracts, neither in the annual Operating Grant,

Financing plan – summary	Revenues in euros	Percentage of total action rev.	Percentage of total financing
Direct revenue expected from the action	0.000 €	%	%
Contribution by the partner	0.000 €	%	%
Contribution by the partner's members	0.000 €	%	%
Contribution by other organisations	0.000 €	%	%
Contribution requested from the EC	344.850 €	95,00%	66,45%
Contribution requested from the EFTA	18.150 €	5,00%	3,50%
Where applicable, other contributions by the EC for the same action	0.000 €	%	%
Total action revenues	**363.000 €**	**100%**	–
Estimation of contributions in kind (experts provided by member organisations, or equivalent. See Annex A of ETSI Technical Proposal dated 19th October 2006.)	156.000 €	–	30,05%
Total financing	**519.000 €**	–	**100%**
Discrepancy between total costs and total revenues	+/– X €	–	–

Note: Total eligible costs must balance with total action revenues (B.BBB = R.RRR). Total action costs must balance with total financing (C.CCC = F.FFF).
The Commission's contribution XX,XX% is equivalent to E.EEE / B.BBB or E.EEE / R.RRR.
The Commission's contribution YY,YY% is equivalent to E.EEE / C.CCC or E.EEE / F.FFF.

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3.3 Detailed estimated budget of the action

The detailed budget shall describe the costs of the action for each work item, or equivalent, separately.

Please use the separate Excel-file (attached).

3.4 Summary of estimated costs per organisation

Note: These tables have to be filled in by the partner and will reflect its own costs, the costs of the members and the costs of the subcontracts, based on the quotation.
The table will be used in the quotation to describe the estimated costs. It will also be used after the accomplishment of the action to describe the real costs.

Total costs per heading and organisation:

Total costs – summary	Partner	Sub-contract	Total
Costs of staff/experts or equivalent: - Technical and Project management - Administrative support	342.000 € 0.000 €	0.000 € 0.000 €	342.000 € 0.000 €
Travel and subsistence expenses	21.000 €	0.000 €	21.000 €
Equipment necessary to implement the action (either rent cost or depreciation)	0.000 €	0.000 €	0.000 €
Cost of consumables and supplies necessary to implement the action	0.000 €	0.000 €	0.000 €
Other costs and services necessary to implement the action	0.000 €	0.000 €	0.000 €
Work performed by other member (if applicable)	0.000 €	0.000 €	0.000 €
Subcontracting to external organisations	0.000 €	0.000 €	0.000 €
Total direct costs	**363.000 €**	**0.000 €**	**363.000 €**
Overheads/indirect costs (frais généraux) for the national standardisation level. Maximum 7% of total direct costs!	–	0.000 €	0.000 €
Total eligible costs	–	**0.000 €**	**363.000 €**
Estimation of contributions in kind (experts provided by member organisations, or equivalent, see Annex A of ETSI Technical Proposal dated 19th October 2006.)	156.000 €	–	156.000 €
Total action costs	–	–	**519.000 €**

3.5 Specification of labour costs (for the declaration of real costs)

The tables shall be used for the declaration and breakdown of real costs.

As they constitute an important part of the real cost controls, the partner should be ready to present the actual figures at the end of the contractual period, or on request by the Commission at any time during the contractual period.

Specification of labour costs (technical and project management or equivalent):

Name	Func-tion	Tariff euro/man-day	Man-days 2003	Costs 2003	Man-days 2004	Costs 2004	Man-days 2005	Costs 2005	Total man-days	Total costs (euro)
Total:										

Indicate the exchange rate used (for organisations in non-EMU member countries).

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Specification of labour costs, divided into different work phases, or equivalent:

Name	Function	Man- days				Total man-days
		Work phase 1	Work phase 2	Work phase 3	Work phase 4	
Total:						

Specification of subcontractors' costs: N/A

Name of person	Name of company	Period: date, year	Tariff euro/ man-day	Man-days	Costs (euro)
Total:					

4   Deliverables and payment schedule

4.1   Duration of the action

Start date of the action	01/11/2006
End date of the action	31/05/2008

4.2   Definition of the deliverables

The deliverables that generate the payments to the partner are the following, unless otherwise stated in the specific agreement (except *Technical Assistance Consultants*, for which there are four payment steps):

For ETSI:

Step	ETSI step	Deliverable
Step 0		Signature of the contract with the partner
Step 1	Status of the activity	Interim report
Step 2	Approval and publication by ETSI	Final report

Payment steps: signature of contract; interim report; final report

Payment step	0	1	2	3 (exception)
Date	Signature	Date specified	Date specified	
Percentage	25%	50%	25%	
Report	Signature	First report	Second report	Third report

For ETSI:
Description of the deliverables per work item and step:

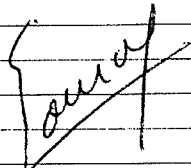| Work item rubrique	Work item number or equivalent	Work item Title	Deliverable step 0	Deliverable step 1	Deliverable step 2
			Signature	Status of the activity	Publication
1.1	N/A	Interim & Final Reports	01/11/2006	30/06/2007	31/05/2008

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4.3   Definition of the payment steps

For ETSI:

Work item rubrique	Work item number or equivalent	Work item Title	Payment step 0	Payment step 1	Payment step 2
			Signature	Status of the activity	Publication
1.1	N/A	Interim & Final reports	25%	50%	25%

5   Description of the action

See ETSI Technical Proposal of 19th October 2006.

6   Identification of the partner and signature

	The partner's details:
Name of organisation:	ETSI
Name of responsible person:	Walter Weigel, Director-General Pierre de COURCEL
Date:	19/10/2006
Signature:	E. T. S. I. Director Administration and Finance
	The partner's contact person for technical matters:
Name:	Gavin Craik
Function:	EC/EFTA Mandates Manager
Tel:	+33 – 4 92 94 42 14
E-mail:	gavin.craik@etsi.org

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Quotation template: Detailed estimated budget ETSI
Max 25 work items

SA/ETSI/ENTR/000/2006-XX (M 376 Phase 1 - ETSI)

Estimated costs of the operation

Rubrique/Work Item no.		Project management man-days	Tariff €/manday	Administr. support man-days	Tariff €/manday	Number of travels	Cost per travel	Project management costs	Administr. support costs	Travel costs	Equipment costs	Consumables and supplies costs	Other costs, services	Subcontracting to external org.	Total direct costs	Overhead costs max 7%	Total eligible costs	EC+EFTA subvention percentage	EC subvention percentage	EC+EFTA subvention amount	EC subvention amount	EFTA subvention amount
(1a)	(1b)	(2)	(3)	(4)	(5)	(6)	(7)	(8) (2)x(3)	(9) (4)x(5)	(10) (6)x(7)	(11)	(12)	(13)	(14)	(15) Sum (8)to(14)	(16)	(17) Sum (15)to(16)	(18)	(19)	(20)	(21)	(22)
1	Reports	570,00	600,00	0,00	0,00	21,00	1 000,00	342 000,00	0,00	21 000,00	0,00	0,00	0,00	0,00	363 000,00	7%	363 000,00	100,00%	95,00%	363 000,00	344 850,00	18 150,00
2																						
Total eligible costs		570,00		0,00		21,00		342 000,00	0,00	21 000,00	0,00	0,00	0,00	0,00	363 000,00	0,00	363 000,00			363 000,00	344 850,00	18 150,00
Contributions in kind (this figure is automatic - use cell)																	156 000,00					
Total action costs																	519 000,00					

Financing plan of the operation

Type of revenue	Revenues In euros	Percentage of total action rev.	Percentage of total financing
Direct revenue expected from the operation	0,00	0,00%	0,00%
Contribution by the partner	0,00	0,00%	0,00%
Contribution by the partner's members	0,00	0,00%	0,00%
Contribution by other organisations	0,00	0,00%	0,00%
Contribution requested from the EC	344 850,00	95,00%	66,45%
Contribution requested from the EFTA	18 150,00	5,00%	3,50%
the same operation	0,00	0,00%	0,00%
Total action revenues	363 000,00	100,00%	30,05%
Contributions in kind	156 000,00		
Total financing	519 000,00		100,00%
Discrepancy between total costs and total revenues	0,00		

SI2.ICNGRACE013036600
SA/ETSI/ENTR/376/2006-12
(reference to be mentioned all in correspondence)

European Commission, DG Enterprise, Standardisation unit

1/1

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Title: Mandate M/376 – Standardisation mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain - ESO Phase One Response

Organisation: CEN/CENELEC/ETSI

1. Objective

The objective of the proposal is to carry out phase one of the European Commission Mandate M/376 by producing an inventory of European and international accessibility requirements and assessment of suitable testing and conformity schemes.

It is proposed by the ESOs that two parallel project teams are required to carry out this work in order to achieve the required timescales set out in the Mandate. Annex A and Annex B of this document provide the detail necessary for establishing contracts with the ESOs for these project teams. Both teams are required to work in close co-operation and to actively engage in building consensus as part of their work.

ETSI will establish an STF to produce:

(a) An inventory of ICT products and services (grouped in technical areas) that are usually bought by public procurers which will cover at least the ICT products addressed in Section 508 and Canadian toolkit. Other ICT products may be added if identified as bought by public administrations.

(b) A list of existing functional accessibility requirements in Member States and internationally for those ICT products and services within each technical area, particularly those currently in use in public procurement. The requirements will cover the concepts of "Design for All" and "Assistive Technology".

(c) In each technical area gaps will be identified where no accessibility requirements exist and suggestions will be provided for developing missing or additional requirements.

(d) A list of existing national, European and international standards and technical specifications (in the sense of Directive 98/34) will be identified which might comply with those requirements. An assessment will be made on whether the above mentioned requirements can be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives).

(e) A proposal will be made for a standardization work programme for the development of requirements and award criteria that still do not exist or that are not yet standardized or where the existing requirements are not considered adequate or suitable as either technical specification or award criteria. The work program will provide an indication of the types of standardisation deliverables best suited to carry out the work described in phase II of the Mandate, other than for II.1 where an EN is required.

The above bullet points will be addressed in one or more technical reports.

CEN will establish a Project Team to provide an analysis on testing and conformity schemes of products and services meeting accessibility requirements. The analysis will refer to existing schemes of this nature at European and international levels. The analysis will consider the full range of possible

solutions, including supplier self-declaration, certification/ accreditation of suppliers, and third party certification schemes.

The conformance analysis will also address existing or propose new requirements for suppliers' technical capacities and abilities in the accessibility domain, which can be used for the selection of suppliers or in support of the conformity process. Again, the above will be the subject of a technical report.

The following deliverables will be produced by ETSI and CEN:

- an interim deliverable , at the latest eight months after the start of the work providing an overview of the work performed during the first six months of the activity;

- a final deliverable will be produced after the technical reports have been approved by the CEN/CENELEC/ETSI technical bodies which will detail all of the work done and the manner in which comments were handled which were received during the writing of the technical reports.

An open meeting will be held in Brussels to provide stakeholders with an opportunity to give their feedback on the technical reports and state their requirements for the implementation of the next phase of the mandate when the work of the two teams is completed.

No ESO will publish the results of the work of the teams unless they have been agreed by all 3 ESOs. This will be achieved by passing the results of the work of the Teams in parallel through the 3 technical bodies in charge of acceptance. The publication by the ESOs of the technical reports produced by the project teams will refer to the fact that they were commonly developed and agreed by CEN/CENELEC/ETSI. In ETSI, these technical reports will be approved by ETSI/TC HF to become ETSI Technical Reports. In CEN and CENELEC, these technical reports will, upon approval of the BT Working Groups, be the subject of an endorsing BT-resolution.

2. Rationale

People with disabilities and older people make up a large part of the population in the European Union. An estimated 90 million people, or 20% of the population, belong to this group showing that accessibility is a major issue. With the changing age structure and the fact that disability is strongly related to age, the European Union faces a coming major challenge to maintain and improve the quality of life, independence and integration of these citizens. ICT plays a growing and important role in the economic, educational and social life of Europeans. Therefore, access to mainstream ICT is crucial for people with disabilities and older persons. Making this technology, and the services using it, more accessible would facilitate the inclusion of this already disadvantaged group. It is socially, ethically, economically and politically important that the advantages of ICT are made available to as many citizens as possible.

ICT products should be designed in an accessible manner so that people with disabilities and elderly persons can use and profit from them in the same way as everyone else. In doing so harmonisation of these requirements will not only facilitate the work of industry, it will also enlarge markets, and provide potential buyers with better products and services. The inclusion of accessibility requirements in public procurement will constitute an incentive for manufacturers to develop and to offer accessible devices, applications and services, which in turn will benefit people with disabilities and older people but also will be to the benefit of other users.

To achieve this accessibility it is necessary:

- to harmonise and facilitate the public procurement of accessible ICT products and services by identifying a set of functional European accessibility requirements for public procurement of products and services in the ICT domain, and

- to provide a mechanism through which the public procurers have access to an electronic toolkit, enabling them to make use of these harmonised requirements in procurement processes.

Mandate M/376 requests that the standards organizations work to harmonise throughout Europe those accessibility requirements that may be applied, regardless of the value of the purchase to public procurement of ICT products and services and thereby to achieve interoperability.

3.   Policy relevance and market impact

Several Directives already include clauses with reference to people with disabilities and older persons, including the Electronic Communications Networks and Services Directives, that on Radio and Telecommunication Terminal Equipments, and the Public Procurement Directives. Moreover, the creation of equal opportunities for people with disabilities is addressed by a specific European Action Plan.

The urgent need to build a more inclusive information society has been reflected in recent policy activities. The Council, the Parliament and the Commission have in various ways expressed concern about the barriers to effective participation in the information society that some groups are faced with. As part of the Lisbon strategy and the integrated European approach towards economic and social renewal, the Commission has expressed the will to create an Information Society for all. Concrete action for a more accessible information society was taken on different levels in the two action plans eEurope 2002 and eEurope 2005. Furthermore, several Member States are developing specific legislation in this domain. In addition, the i2010 Communication has as one of its 3 priorities to achieve an Inclusive European Information Society.

Although the new generation of technology provides numerous new opportunities for people with disabilities and older persons, new technology can also be troublesome from an accessibility point of view. There has not been sufficient market reaction to what has been done at a policy level to enhance accessibility. This new mandate builds upon previous work, and deals with the development of European accessibility requirements for public procurement of products and services in the ICT domain.

Close co-operation with relevant industry standards fora and consortia including the World Wide Web Consortium (W3C/WAI) shall be established as appropriate. At a global level technical coordination should be carried out as appropriate with IEC, ISO, JTC1, ITU-T and UN/CEFACT and with the European Commission. Results of relevant EU research projects and ongoing standardisation projects shall be taken into account.

Close involvement of European and national organisations related to people with disabilities and consumers, e.g. European Disability Forum EDF and ANEC will be needed. This may be direct or through the ICT Standard Board's DATSCG. Particular attention shall be given to the involvement of public procurers and national organisations and authorities concerned with the implementation of Directives 2004/17/EC and 2004/18/EC. This activity should build on the existing accessibility initiatives such as the 508 legislation in the USA so that disabled consumers in Europe can benefit from the cost savings due to market size and the advanced accessibility technologies available at a global level.

The work performed under this Mandate could give an incentive both for the market and public organisations to take the aspect of accessibility into further consideration, and to foster interoperability and harmonisation at an EU level.

Although the most significant field of application of the results of the mandate is public procurement the results could be useful for other purposes such as procurement in the private sector.

International cooperation

The Project Teams will assess all relevant existing activities, including those in other regions (e.g. the US Section 508 system) and those carried out at international level. In particular, due account will be taken of the work that is currently happening in the ISO/IEC JTC1/ SWG on eAccessibility, providing an overview of eAccessibility user needs and standards. Contacts with international developments will be of a technical nature, aiming to ensure the widest possible coverage of approaches, standards, etc in the report.

4. Working method/approach

4.1 Organizing the ESO's response to the Mandate

<u>The role of the reference bodies in CEN, CENELEC and ETSI</u>

This work will require close co-operation and co-ordination between the ESOs. It will be carried out as a collaborative action between them. It will be the responsibility of all participants to take a flexible and practical approach to the progression of the work based on consensus between the ESOs. The active and balanced participation of all relevant stakeholders is a key element of the work to be carried out within this mandate by the ESOs.

In CEN, BT/WG185 will be the reference body responsible for the follow-up of the work and for preparing the acceptance of the results on behalf of CEN. In CENELEC, BT/WG101-5 will be the reference body responsible for the follow-up of the work and for preparing the acceptance of the results on behalf of CENELEC. In ETSI, ETSI/TC HF will be the reference body responsible for the follow-up of the work and for preparing the acceptance of the results on behalf of ETSI.

<u>The role of the project teams</u>

The inputs into the consensus building process (this is the production of the various draft versions of the technical reports and of related discussion papers) will be produced by two specially established project teams one will be administered through ETSI (as an ETSI STF) and the other through CEN (as a CEN PT). Each team leader will be working with a well integrated expert team. The team leaders will be responsible for the general supervision of the work and for reporting the work of the team to a Steering Group and to the reference bodies in CEN, CENELEC and ETSI.

<u>*The role of the steering group*</u>

The Steering Group shall include the Chairs/Convenors of CEN BT/WG185, of CENELEC BT/WG101-5 and of ETSI/TC HF, together with representatives of their Secretariats, and/or the ESOs' Central Secretariats. By agreement of the Steering Group, or in accordance with the rules and procedures of the ESOs, other representatives of the ESO members may attend.

The role of the Steering Group shall be to co-ordinate the work of the project teams so that it meets overall contractual requirements. The European Commission services and EFTA Secretariat can attend the Steering Group meetings as counsellors of the ESOs. The Steering Group shall propose its own working rules. The Steering Group shall be co-chaired by the Chairs/Convenors of CEN BT/WG185 and of ETSI/TC HF.

Both Project Teams will closely liaise with each other, in order to guarantee an optimal knowledge exchange between them.

<u>*The ESOs' role in recruitment*</u>

The recruitment of the Project Team experts will be undertaken, in accordance with their procedures, by the three ESOs through widespread circulation of details of the opportunity of participation amongst their members and other interested parties, as well as on the public web. Nominated experts should have the following expertise and knowledge:

- Knowledge of European and international regulatory requirements applicable to products and services in the ICT domain

- Knowledge of Human Factors and ergonomics applicable to products and services in the ICT domain

- Understanding of the processes required for setting up conformity schemes and a knowledge of evaluation methodology

- Experience in using standards and encouraging their deployment

- Knowledge of the impact of disabilities on the use of ICT products and services and of the use of assistive devices to overcome them

- Understanding of those services and products provided by the Telecommunications and Consumer Electronics industries that are usually bought by public administrations.

- Wide experience of standards document creation.

  - Knowledge of public procurement

  - eAccessibility expertise

  - Knowledge of consumer issues in the ICT area

  - Knowledge of user centred design in ICT

  - Experience of user requirements capture

The relevant financial and administrative provisions applicable to the project teams shall be according to the relevant procedures of the administering ESO. In the selection of the experts, representatives from the ESOs are to be invited as observers in the process.

4.2 Stakeholder Engagement

By definition, voluntary standards in the ESOs are drawn up by stakeholders. Of course, in an activity such as this, it is necessary to take account of as wide a range of views of different stakeholders as possible; this will be a critical success factor for the ESO response to this mandate

One of the reasons for the creation of BT/WG 185 "eAccessibility" was that of "investigating the requirements issues involved with implementing the mandate, in consultation with stakeholder interests (e.g. ANEC, European Disability Forum, European Blind Union, etc.)". The involvement of ANEC, EDF, etc is therefore an explicit element in the BT/WG's ToR.

The ESO project teams developing the technical reports required by the mandate will actively seek stakeholder engagement for consensus building in the development of their technical work. At a minimum the following processes will be used to engage with stakeholders by the ESO project teams.

Web sites for consultation

The draft work will be made public on the web sites of the DATSCG/ESOs, and stakeholders will be invited to comment on the work as it proceeds.

DATSCG will enable through its web-site a single entry point into both projects. In the case of the BT/WGs the public information (latest drafts, contact person coordinates, etc) will be physically hosted by the DATSCG-pages, whilst for ETSI/TC HF, a hyperlink to the TC-pages will be used. The DATSCG-pages have been made accessible, therefore meeting the requirement written down in the mandate for accessible web-sites. All reasonable efforts will be made towards compliance with WCAG for all information related to the activity.

Support for disabled representatives

Financial support will be foreseen under the contracts in support of the participation of representatives of the community of the disabled in attending meetings to participate in consensus-building, such as in Project Team workshops or DATSCG and in the reference bodies in CEN, CENELEC and ETSI when they are addressing the work of the project teams..

The role of DATSCG

ICTSB/DATSCG is a key stakeholder in the standardisation process for accessibility in ICT. DATSCG will collaborate with the ESOs, the Project Teams and other stakeholders to:

- participate in the organization of any outreach workshops needed during the development of the work of the Project Teams;
- assist stakeholders in commenting and to work towards the widest possible stakeholder engagement through multiplying available information on the project through mailing lists and web-sites that are controlled by its members;
- participate in the organization of the consultative conference towards the end of the contract;
- empower stakeholders who have no direct access to the technical bodies (ETSI/TC HF and BT/WGs) but who participate in DATSCG to voice any serious concerns to the Project Teams through the support and expertise in standardisation of DATSCG.

In addition to the consensus processes in the BT/WGs and in ETSI/TC HF, and the liaison mechanisms that will be created between the 3 groups, input into the technical reports will be possible as follows: any stakeholder will be able to download the latest draft from the web-site and will be in a position to give its feed-back directly.

Brussels stakeholder consultation workshop

It is expected that the information in the technical reports will be disseminated at a significant public conference/workshop with the objective to receive a final set of public comments on these almost final technical reports.

The host for the conference will be CEN on behalf of the 3 ESOs. The conference will be organized in an accessible venue. Sign language translation (equivalent of one full-time translator) will be provided as well as a Speedtext interpretation.

The conference will be promoted as organized by DATSCG, the commission, and stakeholders. Both project teams will provide technical content to the conference. CEN will in its capacity of secretariat to the ICTSB/DATSCG take the lead in installing a "conference planning committee".

The conference will take place over two days; the event will be structured as follows: it will start with an opening session at which the context of the activity will be given. Following this opening session, each team will have half a day for reporting its work and consulting the stakeholder community. Following both sequential sessions, a closing session will be organized at which the next steps, both in terms of this mandate as well as in terms of the more general context, will be discussed. Attendees will register separately for each half day and the teams are individually responsible for the content and co-ordination for the half day dealing with their own specific delivery.

A process will be installed to collect comments from the participants:

- a feed-back form through which these comments can be made in a structured way will be included in the delegate package;

- the feed-back form will be posted on the web so that comments can also be given following the open meeting through electronic means.

The Project Teams have to produce reviewed and revised technical reports following the outcome of the open even, which will be for discussion at the final meetings of the BT/WGs and the ETSI/TC HF. These meetings will also decide on any unresolved issues from the conference.

Annex A

ETSI STF: M376 Phase One Standards Review

This annex provides the performance indicators, work plan, and financial details necessary to establish a contract for an ETSI STF to carry out the phase one standards review.

A.1   Performance indicators

To enable a transparent qualitative view of the stakeholder engagement with the project team and the performance of the STF at dealing with stakeholder comments a public register of stakeholder issues will be maintained by the STF. This will be publicly available and will show the source of an issue, how it was dealt with and the resulting impact on the output delivered from the team. The register will be reviewed regularly by ETSI TC HF who will be the final arbiter of any conflicts about the resolution of an issue or it's entry into the register. The register will be reviewed by the steering group as an administrative performance metric for the team at dealing with stakeholder consultation.

As required, by the contract, information will be provided that will act as performance indicators against this activity in the following cases:

Effectiveness:

Details will be provided of the number of participants in the activities at all levels, including the stakeholder meetings, interviews, the Reference/Steering Group commenting on drafts throughout the lifetime of the development of the ETSI Technical Report. Details will also be provided on the number of meetings held related to the work and the number of participants, ·the number of presentations made about the activity (plus an evaluation of the feedback received) and details on the production schedule in relation to that set down for the work and the life of the contract.

Proposed Benchmarks

(a) A least 2 draft versions of the ETSI Technical Report to be announced and promoted through e-mail and the DATSCG, CEN, CENELEC, and ETSI.

(b) The number of downloads during public consultation period to be counted (preferably each draft should be in one place with links from the other sites, to facilitate download count).

(c) 90% of the tasks and other milestone related schedules should be met on time.

Stakeholder engagement:

An analysis will be given of the balance of the stakeholder representation in the activity and the number of liaison activities performed, particularly at the international level. The degree to which working relationships between the standards groups of different standards organisations can be established (particularly between CEN CENELEC and ETSI standards groups) will be a sign of the effectiveness in achieving the aims of this work. Use will also be made of the proposed "Stakeholder Issues Register" to assist in this. The STF will also set up an exploder list (to be a reference group) so that identified stakeholders can be identified and placed on this so that they can be notified of the actions and of new drafts available for comment. However, membership of this list will be open to all those wishing to receive information and ETSI and the STF will make as many stakeholders aware of this list as possible.

Proposed Benchmarks

At least 3 major stakeholders in different countries will be involved in the activities of the STFs.

Statistical presentation of the different stakeholder representation over the duration of the action (e.g. proportion and level of activity).

Dissemination of results:

Information will be provided that records the number of actions performed to disseminate the output and the efforts to raise the awareness of the activity and to disseminate the output. This will include information on the hits made on the relevant web pages and downloads of drafts for comment. Information on the efforts to bring this work to public notice prior to publication will be provided.

Proposed Benchmarks

(a) 5 presentations will be made at workshops, symposia, standards bodies and user groups.

(b) 2 press releases and/or articles on the work and the achievement of important results.

Impact:

Efforts will be made to provide information on how satisfied the stakeholders were with the work activity. This also includes elements mentioned above in relation to comments received as the action will be closed shortly after final publication of the ETSI Standard and download of the published version will not be truly measurable.

Proposed Benchmarks

A record will be provided of stakeholder comments on the work (using the stakeholders issues register as mentioned at the start of this clause). This tool will also enable details to indicate the type of stakeholder participating by category (e.g. manufacturer, NGO, consumer, user, etc.) and the reaction to their input.

A.2   Work plan, milestones and deliverables

Task 1: Establish project

Technical experts will be recruited to participate in and establish the Specialist Task Force (STF); the allocation of resources and tasks will be agreed and the necessary reference documents obtained. This will be completed within three months after the date of signature (by S+3).

Task 2: Start-up activities

The technical work of the project will be initiated with the first meeting of the teams along with the development and agreement of a plan to provide the delivery required from this STF by its terms of reference. This will be completed within four months after the date of signature (by S+4).

Task 3: Inventory of publicly procured ICT products and services

To create an inventory of ICT products and services (grouped in technical areas) that are usually bought by public procurers which covers at least those ICT products addressed in the US Section 508 and Canadian toolkit. Other ICT products might be added if identified as bought by public administrations.

Activity – Along with the use of library based research to identify relevant EU framework project reports and other material that could inform this activity this will entail contact with

European administrations to determine the products typically purchased by administrations at all levels, EU, National, European regional and local. Particular attention should be given to accessible mainstream equipment to enable the employment of disabled people.

Effort required – 4 persons working for 4 weeks each over a period from S+4 to S+7.

Task 4: List existing accessibility requirements

Create a list of existing *(functional)* accessibility requirements in Member States and internationally for those ICT products and services within each technical area, particularly those currently in use in public procurement. The requirements shall cover the concepts of "Design for All" and "Assistive Technology".

Activity – This will require contact with the relevant regulatory bodies in the European Union and EFTA and also research in USA/Canada.

Effort required – 4 persons working for 4 weeks each over a period from S+4 to S+7.

Task 5: Present Interim report to EC/EFTA

Activity – Write the interim report detailing the progress of the STF to date.

Effort required – one person working for 2 weeks from S+8

Task 6: Identify gaps

In each technical area gaps will be identified where no accessibility requirements exist and recommendations provided for developing missing or additional requirements.

Activity – This will require contact with the various accessibility lobbying organizations throughout the EU/EEA.

Effort required – 4 persons working for 4 weeks each from S+5 to S+9.

Task 7: List compliant specifications

Prepare a list of existing national, European and international standards and technical specifications (in the sense of Directive 98/34) which could comply with those requirements. An assessment on whether the above mentioned requirements can be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives) will be provided.

Activity – To perform this fully within the timescales of the Mandate would require an extensive study to identify and determine the relevant content of a large number of standards documents existing in each Member State of the EU and would require an unrealistic amount of effort for the results obtained. It is proposed to survey a representative sample of those EU/EEA nations currently procuring accessibility products, and where appropriate to liaise with ISO/IEC JTC1 over this issue.

Effort required – 4 persons working for 8 weeks each over a period from S+5 to S+10.

Task 8 Standardisation work programme

Make proposals for a standardization work programme for the development of functional requirements and award criteria that still do not exist or that are not yet standardized or where the existing requirements are not considered adequate or suitable as either technical specification or award criteria. The work programme should provide an indication of the types of standardisation deliverables best suited to carry out the work described in phase II, other than for II.1 where an EN is required.

Activity – This will require a close examination of the standards identified by task 7 to identify where further work is required to produce harmonised European criteria.

Effort required – 4 persons working for 6 weeks each over a period from S+7 to S+10.

Task 9: Present Report to the ESOs

Activity – The completed final draft ETSI Technical Report will be prepared to be presented for approval to the ESOs

Effort required – one person 3 weeks S+6 to S+12

Task 10: Brussels consultation/workshop

Activity – Work with the DATSCG and parallel conformance team to provide international workshop to launch output from phase one and consult sector actors. The latest version of the draft ETSI Technical Report will be made available for the Workshop (S+10)

Effort required – one person for 2 weeks from S+10 to S+11

NOTE: The final draft ETSI Technical Report updated with the comments from the workshop will be prepared and submitted to the ESOs for joint approval by S+12. Publication is scheduled for the end of S+13. The EC/EFTA will be informed of this as soon as it is achieved.

Task 11: Final report to EC/EFTA

Activity – Write the final report which would report on the products of the STF.

Effort required – one persons working for 3 weeks from S+12 to S+18

A.3   Financial details

This is one of a linked pair of proposals. The other proposal is being prepared by CEN and will require a separate contract from that required for this proposal by ETSI.

The estimated total action costs for this task is 519 000 EUR.

The total effort required for the STF will be 570 Man days and four to six experts will be needed to give the breadth of relationships and expertise needed (342 000 EUR).

Funding should cover 15 European trips at 1 000€ each mission and one outside Europe (potentially to USA/Canada for liaison with ISO/IEC JTC1) at 3 000€. A discretionary budget at a minimum of 3 000€ is required to fund the travel costs of disabled people, or their representatives, who need to participate in consensus building activities but are prevented from doing so because of the costs involved. This sets a total travel budget of 21 000 EUR.

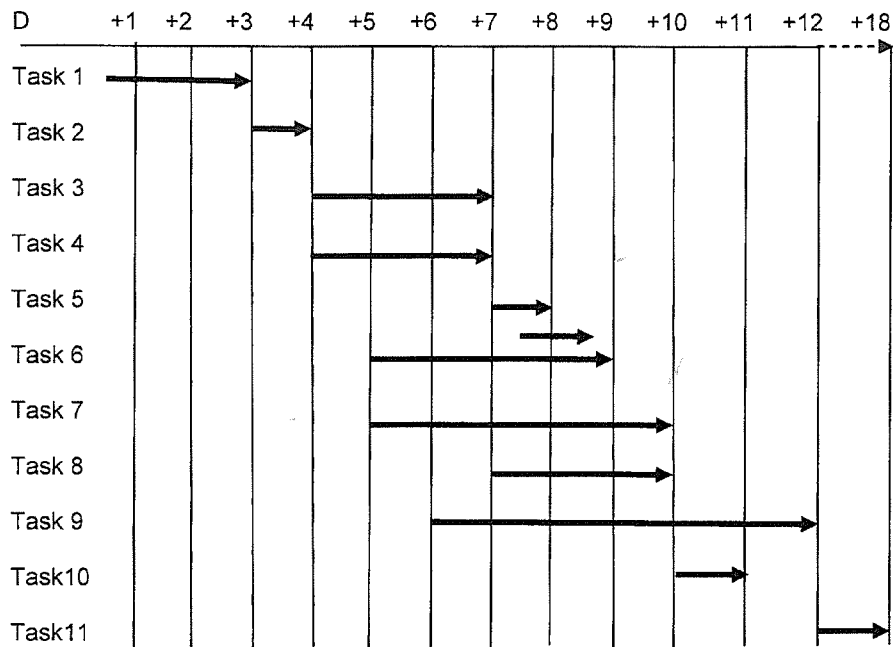Total eligible costs required would therefore be 363 000 EUR.

There are no indirect costs related to this proposal as this will be part of the ES0's Operating Grant. There will also be no subcontracting in this proposal.

Due to the short timescale for this work and the resource heavy requirement for this STF, the in-kind contribution based on the process agreed under the EC Guidelines cannot be the equivalent of 50%. For this proposal, the Commission has been requested to fund 70% of the total action cost with an in kind contribution of nearly 30% from the ESO. The in kind contribution is 156 000 EUR or 260 person days of effort (one person day = 600 EUR). This is indicated in the relevant estimated financial budget. In-kind contribution towards this action shall be measured following the requirements set out on the approved and finalised version of the Guidelines on the implementation of the Framework Partnership Agreement (September 2006), clause 4. This will also reflect the stakeholder participation related to this task through attendance at meetings, workshops, etc.

In-kind contributions will be justified by signed attendance by participants in the planned activity. The information provided will be as agreed in the guidance for the implementation of the regulations in relation to voluntary, consensus-based standardisation activity. This in kind contribution will mainly come from active review and participation of stakeholders in the STF Steering Group, the active review of members from ETSI TC HF, other Technical Bodies in ETSI and our sister ESOs, the ICTSB/DATSCG and other stakeholders plus the international open event planned under this proposal.

It is assumed that there will be between 3 and 4 meetings of TC HF and the Steering Group over the duration of this action. It is expected that up to 8 members will provide days of in-kind contribution (1 day of the meeting being the equivalent to 3 days of in kind contribution at 600 EUR/day which is expected to be around 96 days). However, there will also be meetings of the ICTSB/DATSCG, individual meetings or meetings with groups of identified stakeholders as well as the open meeting towards the end of this action that will provide half or 1 day of in kind contribution (this is estimated at over 100 days). Other meetings and actions are expected to add a further number of days. Following our experience of previous actions, it is expected that the quotation of 260 man-days of in kind contribution will be realistic given the community affected.

Dates for the actions: