

Vendor Name: Texthelp Inc.

Purpose of the Accessible Technology Purchase Form

This form must be attached to all Electronic & Information Technology (E&IT) purchases including hardware, software, and services, regardless of cost, for use by one or more students in a public academic setting (lab, classroom, etc.) or 100 users or more. This does not apply to consumable items, such as, disk media, ribbons, stock paper, printer cartridges, toner, and so forth. All E&IT purchase requisitions must have the appropriate unit level approvals. This form is to be included as an attachment to the purchase requisition along with a VPAT (Voluntary Product Accessibility Template) for the item(s) to be purchased. If you have any questions, please email DL-ITPurchasing. **Please submit completed forms to LH-700 Attn: IT Purchasing.**

Requestor Information

Contact Name: Marc Trinh	Contact E-Mail: mtrinh@fullerton.edu	Extension: 3043
Department: Disability Support Services	College/Division: Student Affairs	Office/Location: UH-101

Procurement Information

User Name: Marc Trinh	Installation Location: DSS offices and various locations on campus
This product or service will be used (choose one of the following): <input type="radio"/> On Campus <input type="radio"/> Off Campus <input checked="" type="radio"/> Both On and Off Campus	
Describe the use for this product or service (be specific):	The deployment of this software will initially be intended for students with disabilities. Using speech-to-text technologies, this application makes web content and documents in various formats more accessible. Eventually, this software will be available to all campus users who will have access to all its features including the study skills tools that the application provides.
SOFTWARE (if applicable)	
Number of installations: >100	Number of licenses being purchased: 1 site license Is the software customized? <input type="radio"/> Yes <input checked="" type="radio"/> No
If customized, what is the justification of this software: 	
Describe the support plan(s): DSS will provide support to DSS students; support to other campus users is to be determined.	
HARDWARE (if applicable)	
Describe the item (name and description) and maintenance plan(s):	
Does this equipment need to be connected to the network? <input type="radio"/> Yes <input type="radio"/> No	
Describe additionally required resources (be specific):	

VPAT (Voluntary Product Accessibility Template)

<input checked="" type="radio"/> VPAT attached <input type="radio"/> VPAT not attached / does not exist	
If VPAT does not exist for requested item(s), please route form to Disabled Student Services (DSS), UH-101.	
Approving Dean/Manager: Kathy Spofford	Signature: Date: 5/20/16

Vendor Name: Texthelp Inc.

FOR IT/DSS USE ONLY

(The box below is to be filled out by Information Technology or Disabled Student Services.)

Comments:

IT Unit Review and Approval (check the appropriate box and sign after reviewing and approving this procurement request):

☐ Enterprise Systems

☒ IT Infrastructure
Services

☐ IT Security and Compliance

☐ Support Services

VPIT or delegate

Berhanu Tadesse

Berhanu Tadesse
Signature

Date:

6/2/16

Accommodations / Exceptions

☐ Accommodations have been met in case of accessibility issues; refer to attached.

☐ Accommodations were not reached or are not applicable to this procurement at this time. Route to VPIT or delegate for exception determination.

Disabled Student Services

Signature

Date:

VPIT or delegate

Signature

Date:

Nguyen, Lin

From: Montaser, Marc
Sent: Tuesday, May 31, 2016 11:02 AM
To: Nguyen, Lin
Cc: Trinh, Marc; Blackstar, Rosalind
Subject: RE: Req# 11901, ATI# 593 Pending Auth, TextHelp Inc, Read and Write Gold Literacy Software, \$15,441, DSS, Marc Trinh

Hi Lin,
No exception memo is necessary and we can move forward with the purchase.

Marc

From: Nguyen, Lin
Sent: Tuesday, May 31, 2016 10:47 AM
To: Montaser, Marc <mmontaser@fullerton.edu>
Cc: Trinh, Marc <mtrinh@Exchange.FULLERTON.EDU>; Blackstar, Rosalind <rblackstar@Exchange.FULLERTON.EDU>
Subject: Req# 11901, ATI# 593 Pending Auth, TextHelp Inc, Read and Write Gold Literacy Software, \$15,441, DSS, Marc Trinh

Hi Marc,

Attached is the ATI/VPAT I received from Marc Trinh. Please review and let me know if this IT purchase meets accessibility standards and if an exception memo is needed. If approved, I'll forward to Berhanu for signature.

Ship To: RECEIVING (657) 278-2531
CAL STATE FULLERTON
800 N STATE COLLEGE BLVD
FULLERTON CA 92831-3599

Req ID	Date		
0000011901	05/18/2016		
Requestor	Telephone	Entered	
Blackstar,Rosalind K	657/278-8525	Blacksta	

Line-Schd-Dist	Description	Fund	Dept	Category	Quantity	UOM	Price	Extended Amt
Distribution	Account			Prgrm	Class	Project		
1-1	Read&Write Gold Literacy Support Software (Gold edition) School & Home Unlimited for MAC and PC. 12 months of software support & maintenance, and training. Accessible software purchase for students and campus community.			92045	1.0000	EA	15,441.00	15,441.00
1-1-1	616005	THEFD	10087					
Line Total:								15,441.00

Thank you,

Lin Nguyen

Requisition

CSU Fullerton

Ship To: RECEIVING (657) 278-2531
 CAL STATE FULLERTON
 800 N STATE COLLEGE BLVD
 FULLERTON CA 92831-3599

Business Unit:		FLCMP	OPEN
Req ID	Date	Page	
0000011901	05/18/2016	1	
Requester	Telephone	Entered By	
Blackstar,Rosalind K	657/278-8525	Blackstar,Rosalind K	

Line-Schd-Dist	Description	Fund	Dept	Category	Quantity	UOM	Price	Extended Amt	Due Date
Distribution	Account			Prgm	Class	Project			Dist Amt
1-1	Read&Write Gold Literacy Support Software (Gold edition) School & Home Unlimited for MAC and PC. 12 months of software support & maintenance, and training. Accessible software purchase for students and campus community.			92045	1.0000	EA	15,441.00	15,441.00	
1-1-1	616005	THEFD	10087						15,441.00
<u>Line Total:</u>								15,441.00	
<u>Total Requisition Amount:</u>								15,441.00	

Vendor: texthelp
 5/17/16: Vendor submitted Vendor Data Form online/electronically through Contracts and Procurement website.



Quote

Quote must be attached to Purchase Order
F.O.B. Shipping Point

Vendor: Texthelp Inc.
600 Unicorn Park Drive
Woburn, MA 01801
Phone: 888-248-0652
Fax: 866-248-0652

School: California State University

ATTN: Marc Trinh

Address: 800 North State College Blvd.
Fullerton, CA 92831

Phone: 657-278-3043

Fax:

Federal Tax ID# 06-1622277

Sales Person: Nora Trentacoste
Gary Rubin

Date: May 13, 2016

Prices Effective Until: June 13, 2016

ITEM	Description	Quantity	Price	Extended Price
Read&Write Dual Site License	Dual Site License of Read&Write literacy support software. Includes: --Read&Write for Windows (Gold edition) School and Home Unlimited Site License. --Read&Write for MAC (Gold edition) School and Home Unlimited Site License.	1	\$14,135.00	\$14,135.00
Software Maintenance Services (SMS)	12 months telephone support, remote software maintenance, resource website, and free product upgrades. Access to Read&Write for iPad and Read&Write for Android. Discount on Professional Services (Unlimited and Concurrent Site Licenses only).	1	\$2,120.00	\$2,120.00
Read&Write for Windows or Mac Training	3-hour remote training via webinar. Includes copy of recorded webinar for internal use. Webinar must be scheduled within 12 months of receipt of purchase order. - Hands on training - Training resource materials will be provided	1	\$600.00	\$600.00
Savings	10 Percent Discount on Site License for Higher Ed Webinar attendance. (good through July 15)		(\$1,414.00)	(\$1,414.00)

Note1: A copy of the Tax Exempt ID Certificate must accompany Purchase Order if applicable, otherwise sales tax may be charged.

Sub-total	\$14,135.00
Maintenance	\$2,120.00
Training	\$600.00
Savings	(\$1,414.00)
Total	\$15,441.00

Approved by customer representative

Texthelp Inc. representative

APPENDIX C

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CSU Guide to Completing the Voluntary Product Evaluation Template (VPAT)

Purpose:

This document will provide Vendors with instructions as to how they are expected to complete the Voluntary Product Evaluation Template (VPAT) for the California State University.

Background:

In 2001, the Information Technology Industry Council partnered with the General Services Administration to create a tool that would assist Federal contracting and procurement officials in fulfilling the market research requirements specified in Section 508. The result of their collaboration was the 508 Evaluation Template – a simple, web-based checklist that allows Vendors to document how their product did or did not meet the various Section 508 Requirements.

How the Voluntary Product Evaluation Template (VPAT) is organized:

The Voluntary Product Evaluation Template (VPAT) consists of a long series of tables. The initial one, the **Summary Table**, is used to provide a sense of your product's **overall** "level-of-compliance" with the Section 508 Standards. Subsequently, the **Section 1194.xx Tables** contain the detailed subparagraphs of each section of the Standards. It is within these **Section 1194.xx Tables** that you will define in detail how your product did or did not comply with a specific requirement.

Understanding the columns

Use the following to understand the use of the three columns in both the Summary Table and the individual Section 1194.xx Table:

Summary Table

Column Name	Use
Criteria:	Describes Subparts B, C, and D of the Section 508 Standards.
Supporting Features:	To <u>Enter</u> information summarizing a product's overall "level-of support" for the corresponding Subpart or, when appropriate, to specify Not Applicable .
Remarks/Explanations:	To <u>Enter</u> general comments regarding a product's overall "level-of-compliance" with the Applicable Subpart.

Section 1194.xx Table

Column Name	Use
Criteria:	Describes a specific guideline that a Subpart is composed of.
Supporting Features:	To <u>Enter</u> information summarizing a product's "level-of-support" for a specific guideline.
Remarks/Explanations:	To <u>Enter</u> detailed information on how the product <u>did</u> or <u>did not</u> support a specific guideline.

What information do I enter in columns 2 and 3?

The **Supporting Features** and **Remarks/Explanations** columns are used to document exactly how a product **did** or **did not** meet the Section 508 Standards. In order to promote consistency in Vendor responses, which will ensure a quicker review process by CSU's contracting and procurement officials, we encourage you to answer these columns in the following manner:

Supporting Features (second column on 508 Evaluation Template)	
Language	Description
Supports	Product FULLY meets the letter and intent of the Criteria.
Supports with Exceptions	Product does not ENTIRELY meet the letter and intent of the Criteria, but does provides some level of access.
Supports through Equivalent Facilitation	Product provides <i>alternative</i> methods to meet the intent of the Criteria.
Does not Support	Product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the product.

Remarks & Explanations (third column on 508 Evaluation Template)	
If 2nd column states...	Then...
Supports	List exactly <u>what</u> features of the product do meet and describe <u>how</u> they are used to support the Criteria.
Supports with Exceptions	<p>List exactly <u>what</u> features of the product do meet and describe <u>how</u> they are used to support the Criteria.</p> <p align="center">AND</p> <p>List exactly <u>what</u> parts of the product do not meet and describe <u>how</u> they fail to support the Criteria.</p>
Supports through Equivalent Facilitation	List exactly <u>what</u> <i>other</i> methods exist in the product and describe <u>how</u> they are used to support the Criteria.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

Does not Support	Describe exactly <u>how</u> the product does not support the Criteria.
Not Applicable	Describe exactly <u>why</u> the criteria is not applicable to the product.
Not Applicable -- Fundamental Alteration Exception Supplies	Use this language when you determine a Fundamental Alteration to the product would be required to meet the Criteria (see the Access Board standards for the definition of "fundamental alteration").

Typical Scenario for Completing a Voluntary Product Evaluation Template (VPAT):

To begin the process of completing the Voluntary Product Evaluation Template (VPAT), you should enlist the services of your company's technical specialist for the product being sought for purchase. The reason for this is because CSU requires a measure of technical detail in your responses. Once you've enlisted their assistance:

- 1) Determine which sections of the **Technical Standards (Subpart B-1194.21-26)** apply to your product.* In some cases more than one set of Technical Standards will apply.
- 2) Keep in mind that you must **always** complete the **Information, Documentation, and Support (Subpart D – 1194.41)** sections of the Voluntary Product Evaluation Template (VPAT).
- 3) Fill out the **Functional Performance Criteria (Subpart C – 1194.31)** if you are claiming Equivalent Facilitation. Equivalent Facilitation must yield equal or greater access.
- 4) For each section that applies, determine if your product does or does not meet the specific Criteria elements.
- 5) Using the information found in the **How the Voluntary Product Evaluation Template (VPAT) is organized** section, document in the **Section 1194.xx Tables** exactly **how** your product **did** or **did not** meet the applicable standard.
 - If your product **supports** the standard, provide detailed examples of **what** accessibility features exist and **how** they are used to support the standard.
 - If your product **does not support** the standard, remember that Section 508 allows for products to meet the Access Board Standards in innovative, non-traditional ways. Your product can meet the standard by providing an innovative solution, as long as the feature performs in the same manner as it does for any other user.
 - If your product **does not** possess an **innovative, non-traditional way** of access to the standard, provide detailed examples of exactly **how** the product **did not** meet the standard.
- 6) Once you've documented in the **Section 1194.xx Tables** exactly how your product **did** or **did not** meet the standard, return to the **Summary Table** and document the product's overall "level-of-conformance" in each of the applicable sections.
- 7) Post your final Voluntary Product Evaluation Template (VPAT) on your company's web site. Please keep in mind that it is the Vendor's responsibility to maintain the integrity of the data on the Voluntary Product Evaluation Template (VPAT). The information provided on your Voluntary Product Evaluation Template (VPAT) is considered to be a self-representation unless expressly affirmed otherwise.
- 8) When responding to any CSU request for proposals, the Vendor must submit a completed and up-to-date Voluntary Product Evaluation Template (VPAT) with the submission. Proposals without an attached completed Voluntary Product Evaluation Template (VPAT) may be disqualified from competition.

* **Please Note:** Any **WEB** application being purchased by CSU **requires** the Vendor to complete **Section 1194.21** of the Voluntary Product Evaluation Template (VPAT) in addition to **Sections 1194.22, 1194.31 and 1194.41**.

Voluntary Product Evaluation Template (VPAT)

Date: December 26, 2013

Name of Product: Read&Write Gold Software

Contact for more Information:

Refer to the ITIC Best Practices for filling out the following form.

Summary Table

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 <u>Software Applications and Operating Systems</u>	Supports	
Section 1194.22 <u>Web-based internet information and applications</u>	Supports	
Section 1194.23 <u>Telecommunications Products</u>	N/A	
Section 1194.24 <u>Video and Multi-media Products</u>	N/A	
Section 1194.25 <u>Self-Contained, Closed Products</u>	Supports	
Section 1194.26 <u>Desktop and Portable Computers</u>	Supports	
Section 1194.31 <u>Functional Performance Criteria</u>	Supports	
Section 1194.41 <u>Information, documentation, and support.</u>	Supports	

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Section 1194.21 Software Applications and Operating Systems

* Refer to (<http://www.access-board.gov/sec508/guide/1194.21.htm>) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Keyboard shortcuts can be customized using the general options menu.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or	Supports	

disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Buttons and icons can be spoken aloud and magnified.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Read&Write for Windows and Read&Write for Mac reads any text by activating keyboard or mouse, which can be accomplished with speech recognition and AT input devices.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	n/a	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual	Supports	Color coding is not the only means of conveying information.

element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	Additional color coding options can be customized by user: *Selection of dual color text highlighting *Change Font size *Change Font *Change Background Color *Screen Masking options include color and transparency settings
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Dual highlighting can be turned off at user discretion.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	Compatible with native Microsoft Word documents, Daisy files, Office 365 and Google docs. PDF documents can be scanned to offer full accessibility.

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Section 1194.22 Web-based Internet information and applications		
* Refer to (http://www.access-board.gov/sec508/guide/1194.22.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(f) Client-side image maps shall be provided instead of server-side image	N/A	Read&Write for Windows and Read&Write for Mac is not a

maps except where the regions cannot be defined with an available geometric shape.		web-based product.
(g) Row and column headers shall be identified for data tables.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(i) Frames shall be titled with text that facilitates frame identification and navigation	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(o) A method shall be provided that permits users to skip repetitive navigation links.	N/A	Read&Write for Windows and Read&Write for Mac is not a web-based product.
(p) When a timed response is required, the user shall be alerted and given	N/A	Read&Write for Windows and Read&Write for Mac is not a

sufficient time to indicate more time is required.		web-based product.
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.23 Telecommunications Products		
* Refer to (http://www.access-board.gov/sec508/guide/1194.23.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.

minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.

supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	N/A	Read&Write for Windows and Read&Write for Mac is not a telecommunications product.

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Section 1194.24 Video and Multi-media Products * Refer to (http://www.access-board.gov/sec508/guide/1194.24.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	N/A	Read&Write for Windows and Read&Write for Mac is not a video and multi-media product
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	N/A	Read&Write for Windows and Read&Write for Mac is not a video and multi-media product is not a video and multi-media product
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	N/A	Read&Write for Windows and Read&Write for Mac is not a video and multi-media product
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	N/A	Read&Write for Windows and Read&Write for Mac is not a video and multi-media product

(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	N/A	Read&Write for Windows and Read&Write for Mac is not a video and multi-media product
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<p align="center">Section 1194.25 Self-Contained, Closed Products * Refer to (http://www.access-board.gov/sec508/guide/1194.25.htm) for details on the guidelines listed below.</p>		
Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Supports	Read&Write for Windows and Read&Write for Mac can be used by people with disabilities without need for additional AT products.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Supports	Read&Write for Windows V11.5 is Windows 8 Compatible
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Supports	Read&Write for Windows and Read&Write for Mac users can stop, start, pause, fast forward and rewind text at any time.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Supports	Read&Write for Windows and Read&Write for Mac volume control allows users to select the setting appropriate to them and their situation.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Color coding is not the only means of conveying information.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Supports	A wide range of color coding options can be customized by user: *Selection of dual color text highlighting *Change Font size *Change Font

		*Change Background Color *Screen Masking options include color and transparency settings
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	A function of the computer hardware on which Read&Write for Windows and Read&Write for Mac
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	N/A	
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	N/A	
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	N/A	
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	N/A	

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Section 1194.26 Desktop and Portable Computers		
* Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with U1194.23 (k) (1) through (4).	N/A	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with U1194.23 (k) (1) through (4).	N/A	

(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	N/A	

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Section 1194.31 Functional Performance Criteria		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	Read&Write for Windows and Read&Write for Mac does not function as a free standing program for users who are blind. Users of screen readers designed for those with visual impairment could use their tools in conjunction with Read&Write Gold software.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Read&Write for Windows and Read&Write for Mac users are supported with dual text highlighting and a range of visual supports, including dictionaries and visual dictionaries.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	N/A	Read&Write for Windows and Read&Write for Mac both speaks and displays in context all text that is read on the screen, enhancing audio controls and support on the user computer.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	It is not required to speak to use Read&Write for Windows and Read&Write for Mac, other than the speech input to type function.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that	Supports	Read&Write for Windows and Read&Write for Mac supports keyboard, mouse, or other access technology.

is operable with limited reach and strength shall be provided.

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Section 1194.41 Information, documentation, and support

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	All Read&Write for Windows and Read&Write for Mac documentation is available via electronic format or on our website. Both can be read to user preferences using Read&Write for Windows and Read&Write for Mac technology.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	All Read&Write for Windows and Read&Write for Mac documentation is available via electronic format or on our website. Both can be read to user preferences using Read&Write Gold technology. Further, Read&Write for Windows and Read&Write for Mac reads electronic documents in their native format (MS Word, PDF, Daisy, Google Docs) as well as in web browsers (Internet Explorer, Firefox, Google Chrome, Safari)
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is available by phone and via email.

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