

TITLE II ADA COMPLIANCE OPERATING RECORD

Vendor Accessibility Review Questionnaire

A procurement and vendor oversight starter for public entities that need dated accessibility representations and remediation evidence.

Audience	Use	Boundary
Procurement, IT, ADA coordinators, contract owners, and vendor managers.	Public download	Operational planning material. Not legal advice or a certification of compliance.

Core questionnaire

Area	Question	Expected evidence
Scope	Which public-facing product modules, documents, forms, and mobile experiences are covered by your accessibility representation?	Product/module list, URLs, release notes, and version scope.
Standard	Which accessibility standard and testing baseline do you use for the covered scope?	WCAG target, testing methodology, assistive technology matrix, and last test date.
Findings	What known accessibility defects remain open, and how are severity and due dates assigned?	Open issue register with owner, severity, remediation date, and customer impact notes.
Documents	How do you handle uploaded or generated PDFs, statements, notices, agendas, and packet documents?	Document workflow, remediation process, templates, and exception handling.
Escalation	Who owns accessibility remediation if a public entity identifies an issue?	Named escalation path, response SLA, contract owner, and support ticket process.

Operating-record handling

- Record the vendor answer, source document, reviewer, date received, and any follow-up questions.
- Tie vendor-owned defects to the same finding register used for internal remediation.
- Treat vague or missing answers as procurement risk until the vendor provides usable evidence.

Boundary

This questionnaire is not a legal contract clause and should be reviewed against the entity's procurement rules and counsel guidance before use in live solicitations.

PublicProof record principle
Keep decisions, owners, evidence, exceptions, vendor dependencies, and remediation status in one dated operating record that can be reviewed by staff, counsel, and leadership.