

Helping public authorities procure ICT based on Standards

Confidentiality

Responses to the survey will be treated as strictly confidential and will remain anonymous for reporting purposes. The anonymous responses will be shared with our client, DG INFISO, unless otherwise specified.

-single choice reply-(optional)

Part 1 – About you and your Organisation

Name of Your Organisation

ANEC

-open reply-(optional)

Type of organisation -single choice reply-(optional)

Other

Please elaborate -open reply-(optional)

Consumer organisation

Member State in which your Organisation is located -single choice reply-(optional)

BE

Your name -open reply-(optional)

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Size of organisation (number of employees)

Less than 10

-single choice reply-(optional)

Annual turnover or budget for the last set of audited accounts (expressed in euro) -single choice reply-(optional)

Part 2 – Comments on Guidelines

Are all problems in ICT public procurement addressed in the guidelines? -single choice reply-

No

(optional)

If not, what would you like to add? -open reply-(optional)

The draft Guidelines (section 5 on 'consider user requirements') do not mention the fact that some users may be disabled, and that they might have specific needs to access public services provided on-line. Many disabled people need assistive technology or other help to access the Internet: a blind person can access websites using text-to-speech screen reader software; a deaf person needs sign language interpretation or subtitles to access video content and a person with cognitive disabilities needs a simplified version of text content. For this to work effectively, people with disabilities rely on websites being designed in an accessible manner, according to web accessibility standards. Unfortunately, the vast majority of websites, including public sector websites, do not meet these voluntary standards so the information they contain is therefore inaccessible to a large portion of the population. The Digital Agenda for Europe states that the European Commission will, "based on a review of options, make proposals by 2011 that will make sure that public sector websites (and websites providing basic services to citizens) are fully accessible by 2015." ANEC, together with AGE Platform, EBU and EDF has launched in June 2011 a joint campaign to call to deliver legislation because disabled and older consumers continue to face great difficulties accessing websites. Standards on web accessibility exist, yet voluntary compliance has failed to deliver accessible websites both in the private and public sectors, and market fragmentation is becoming an issue. Many Member States in fact have adopted national legislation and standards on mandatory web-accessibility in public procurement. It is also important to keep into account

that the use of standards based on the principles of “Design for All”, benefit users at large. According to UK Disability Rights Commission report, web sites designed to good accessibility standards improved accessibility for people by 30% as the public gets better service all round from Design for All and public sector costs reduce elsewhere in public sector organisations. An accessible website simply makes good business sense as it contribute to ensuring that all visitors enjoy a 35% quicker and easier user experience . In addition to access to web sites, accessibility to all ICT product and services has to be covered, bearing in mind that users can access public services not only via the web but also using other devices such as smart carts (eg: identifying individuals interface communication requirements on the basis of sight, sound, touch). section 5 on user requirements of the draft Guidelines to mention the need to ensure accessibility of public services provided on-line according to national legislation, when relevant. In addition, reference should also be made to the possibility provided by the Public Procurement Directive (2004/18/EC, art.23) for public authorities to impose accessibility requirements in public tenders.

If you are a public authorities chief information architect or public procurer, is this guidance useful to procurers? -single choice reply-(optional)

What could be added to make it more useful?

-open reply-(optional)

Specific provisions on the training on ICT accessibility requirements of public procurement officers should be added to the draft Guidelines.

Could any additional best practice be included?

-single choice reply-(optional)

Part 4 – Wider Impacts

The use of brand names or proprietary technical specifications in tenders

-single choice reply-(optional)

Number of suppliers responding to public ICT procurement tenders

-single choice reply-(optional)

Quality of the solutions proposed by suppliers

-single choice reply-(optional)

The costs suppliers need to bear in order to respond to public tenders

-single choice reply-(optional)

Competition in the ICT market -single choice reply-(optional)

Levels of innovation in the ICT market -single choice reply-(optional)

Short-term costs of solutions proposed by suppliers

-single choice reply-(optional)

Long-term costs of solutions proposed by suppliers

-single choice reply-(optional)

Any further comments on the impact of the use of ICT Standards in public procurement and a reduction in vendor lock-in?

-open reply-(optional)

Further Contact

Please click here **only if** you would prefer us **not** to contact you in the future.

-single choice reply-(optional)