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ICS

Will supersede CEN/CLC/ETSI TR 101551:2014,  
CEN/CLC/ETSI/TR 101 552:2014

English version

**Guidelines for public procurement of ICT products and  
services in the European Union: accessibility award  
criteria and conformity assessment.**

Leitlinien für die öffentliche Beschaffung von IKT-  
Produkten und -Dienstleistungen in der Europäischen  
Union: Vergabekriterien für Barrierefreiheit und  
Konformitätsbewertung.

This draft Technical Report is submitted to CEN members for Vote. It has been drawn up by the Technical Committee CEN/CLC/ETSI/JWG eAcc.

CEN and CENELEC members are the national standards bodies and national electrotechnical committees of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and United Kingdom.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

**Warning** : This document is not a Technical Report. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a Technical Report.



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**iTeh Standards**  
**(<https://standards.iteh.ai>)**  
**Document Preview**

[ETSI TR 101 551 V2.1.0 \(2025-10\)](https://standards.iteh.ai/catalog/standards/etsi/dbf696d4-bb9e-421a-a906-4a50a700d71d/etsi-tr-101-551-v2-1-0-2025-10)

<https://standards.iteh.ai/catalog/standards/etsi/dbf696d4-bb9e-421a-a906-4a50a700d71d/etsi-tr-101-551-v2-1-0-2025-10>

## **European foreword**

This document (FprCEN/CLC/ETSI/TR 101551 rev) has been prepared by Technical Committee CEN/CLC/ETSI/JWG eAcc “eAccessibility”, the secretariat of which is held by UNE.

This document is currently submitted to the Vote on TR.

This document will supersede CEN/CLC/ETSI TR 101551:2014 and CEN/CLC/ETSI/TR 101 552:2014.

FprCEN/CLC/ETSI TR 101551 rev includes the following significant technical changes with respect to CEN/CLC/ETSI TR 101551:2014 and CEN/CLC/ETSI/TR 101 552:2014:

- It merges the scope of the two earlier TRs into one coherent framework, covering technical specifications, selection, exclusion and award criteria, conformity assessment, and contract management and has been updated to reflect the latest legislative and standardisation framework.
- It has been aligned to the EU public procurement legislation of 2014, the European Accessibility Act (Directive (EU) 2019/882) and the Web Accessibility Directive (Directive (EU) 2016/2102).
- It has been aligned with the ongoing revision of European standard EN 301 549 and considers European standard EN 17161 and other relevant standards.
- It provides extended guidance with more comprehensive coverage of the procurement lifecycle, including preparatory activities and post-award contract follow-up.
- It includes two new annexes that provide practical examples (Annex A) and give examples of tools to support the identification of relevant EN 301 549 requirements (Annex B).
- It has an increased focus on implementation, emphasising methods for ensuring genuine accessibility in practice, bridging gaps between legal requirements and market readiness.

This document has been prepared under a standardization request addressed to CEN by the European Commission. The Standing Committee of the EFTA States subsequently approves these requests for its Member States.

## Introduction

This document supports contracting authorities who need to ensure that mandatory accessibility requirements are integral to their public procurement procedures – from the technical specifications down to awarding contracts and to managing contracts with suppliers. To that aim, it provides guidance to contracting authorities on how to determine technical specifications to meet the accessibility requirements of Directive (EU) 2019/882 (European Accessibility Act, EAA) and Directive (EU) 2016/2102 (Web Accessibility Directive, WAD) as well as award criteria to ensure better accessibility; and on how to verify the conformance of publicly procured ICT products and services with these requirements.

This document describes how the accessibility requirements for ICT to be procured should be specified, documented and assessed in the frame of the procurement process under the EU public procurement directives. The different mechanisms for conformity assessment based on the applicable accessibility requirements are explained. The role of these mechanisms is discussed in the pre-award phase, during contract awarding, and in the post-award stage, as part of contract management. The Technical Report also provides a useful guidance for bidders who prepare an offer for public procurement of ICT products and services, as well as for private organisations wanting to ensure that the ICT they procure will be accessible.

This document is the result of the revision of CEN/CLC/ETSI TR 101551:2014 “Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe”, and of CEN/CLC/ETSI/TR 101 552:2014 “Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe”. The technical reports CEN/CLC/ETSI TR 101551:2014 and CEN/CLC/ETSI TR 101 552:2014 have been combined in this revision.

The specific aims of the revision have been:

- to support the implementation of Directive (EU) 2019/882,
- to align the Technical Report with the current public procurement directives,
- to align the Technical Report with the ongoing revision of European standard EN 301 549 “Accessibility requirements for ICT products and services”,
- to facilitate the use by stakeholders of the revised harmonised European standard EN 301 549 in the procurement process in support of Directive (EU) 2019/882 and Directive (EU) 2016/2102.

The document was prepared in response to Standardisation request M/587 (Commission Implementing Decision of 14.9.2022, C(2022) 6456 final) to CEN, CENELEC and ETSI.

## 1 Scope

This document provides guidance to contracting authorities on how to determine contract award criteria to meet the accessibility requirements of Directive (EU) 2019/882 (European Accessibility Act, EAA) and Directive (EU) 2016/2102 (Web Accessibility Directive, WAD); and on how to verify the conformance of publicly procured ICT products and services with these requirements. The present document describes how the accessibility requirements for the ICT should be specified, documented and assessed in the frame of the procurement process, under the EU public procurement directives<sup>1</sup>. The different mechanisms for conformity assessment with the applicable accessibility requirements are explained. It discusses how these mechanisms can be applied both in the pre-procurement research phase and when awarding a contract, as well as part of contract management in the post-award stage.

This document also provides a useful guidance for bidders who prepare an offer for public procurement of ICT products and services, and others aiming to procure accessible ICT.

Aspects that do not deal with accessibility in ICT procurement in Europe are outside the scope of this document.

## 2 Normative references

There are no normative references in this document.

## 3 Terms, definitions and abbreviations

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp/>
- IEC Electropedia: available at <https://www.electropedia.org/>

### 3.1 Terms and definitions [ETSI TR 101 551 V2.1.0 \(2025-10\)](https://standards.iteh.ai/catalog/standards/etsi/dbf696d4-bb9e-421a-a906-4a50a700d71d/etsi-tr-101-551-v2-1-0-2025-10)

#### 3.1.1

##### **accessibility**

extent to which products, systems, services, environments, and facilities can be used by people from a population with the widest range of user needs, characteristics, and capabilities to achieve identified goals in identified contexts of use

[SOURCE ISO 9241-11:2018]

#### 3.1.2

##### **assistive technology**

equipment, product system, hardware, software or service that is used to increase, maintain or improve capabilities of individuals

[SOURCE ISO/IEC Guide 71:2014]

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<sup>1</sup> Directive 2014/24/EU on public procurement; Directive 2014/25/EU on procurement by entities operating in the water, energy, transport and postal services sectors; Directive 2014/23/EU on the award of concession contracts

**3.1.3**

**award criteria**

criteria by which the award of a contract is judged

**3.1.4**

**conformity assessment**

structured process to evaluate, through manual and/or automatic testing, if a product or service meets each applicable requirement of an accessibility regulation, standard (such as EN 301549), guideline or specification

**3.1.5**

**contracting authority**

state, regional or local authorities, bodies governed by public law, or associations of such bodies

**3.1.6**

**economic operator**

contractor, supplier or a service provider

**3.1.7**

**open procedures**

procedures whereby any interested economic operator can submit a tender

**3.1.8**

**public contract**

contracts for pecuniary interest concluded in writing between one or more economic operators and one or more contracting authorities

**3.1.9**

**restricted procedure**

procedures in which any economic operator can request to participate and whereby only those economic operators invited by the contracting authority can submit a tender

**3.1.10**

**selection criteria**

criteria by which the eligibility or ability of a contractor is judged

**3.1.11**

**usability**

extent to which a system, product or service can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use

[SOURCE ISO 9241-11:2018]