

# SLOVENSKI STANDARD

## SIST-TS CEN/CLC/ETSI/TR 101551:2026

01-april-2026

Nadomešča:

SIST-TS FprCEN/CLC/ETSI/TR 101551:2025

---

### Smernice za javno naročanje izdelkov in storitev IKT v Evropski uniji: merila za dodelitev dostopnosti in ugotavljanje skladnosti

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.

Lignes directrices pour les marchés publics de produits et services TIC dans l'Union européenne : critères d'attribution liés à l'accessibilité et évaluation de la conformité

**Ta slovenski standard je istoveten z: CEN/CLC/ETSI/TR 101551:2026**

---

#### **ICS:**

03.100.10	Nabava. Dobava. Logistika	Purchasing. Procurement. Logistics
11.180.99	Drugi standardi v zvezi s pripomočki za invalide	Other standards related to aids for disabled and handicapped people
35.020	Informacijska tehnika in tehnologija na splošno	Information technology (IT) in general

**SIST-TS CEN/CLC/ETSI/TR 101551:2026 en,fr,de**

2003-01.Slovenski inštitut za standardizacijo. Razmnoževanje celote ali delov tega standarda ni dovoljeno.

# Sample Document

get full document from [standards.iteh.ai](https://standards.iteh.ai)

TECHNICAL REPORT

CEN/CLC/ETSI/TR 101551

RAPPORT TECHNIQUE

TECHNISCHER REPORT

February 2026

ICS 11.180.99; 35.020; 03.100.10

Supersedes 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

Lignes directrices pour les marchés publics de produits et services TIC dans l'Union européenne : critères d'attribution liés à l'accessibilité et évaluation de la conformité

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

This Technical Report was approved by CEN on 2 February 2026. 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.

get full document from [standards.iteh.ai](https://standards.iteh.ai)



**CEN-CENELEC Management Centre:  
Rue de la Science 23, B-1040 Brussels**

## Reference

RTR/HF-00301571TR101551-2 REV

## Keywords

accessibility, award criteria, HF, ICT, procurement

**CEN**Rue de la Science 23  
B-1040 Brussels - BELGIUMTel: + 32 2 550 08 11  
Fax: + 32 2 550 08 19**CENELEC**Rue de la Science 23  
B-1040 Brussels - BELGIUMTel.: +32 2 519 68 71  
Fax: +32 2 519 69 19**ETSI**650 Route des Lucioles  
F-06921 Sophia Antipolis Cedex - FRANCETel.: +33 4 92 94 42 00  
Fax: +33 4 93 65 47 16Siret N° 348 623 562 00017 - NAF 742 C  
Association à but non lucratif enregistrée à la  
Sous-Préfecture de Grasse (06) N° 7803/88

# Sample Document

**Important notice**Individual copies of the present document can be downloaded from:  
<http://www.etsi.org>

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at <http://portal.etsi.org/tb/status/status.asp>

If you find errors in the present document, please send your comment to one of the following services:  
[http://portal.etsi.org/chaicor/ETSI\\_support.asp](http://portal.etsi.org/chaicor/ETSI_support.asp)

**Notice of disclaimer & limitation of liability**

The information provided in the present deliverable is directed solely to professionals who have the appropriate degree of experience to understand and interpret its content in accordance with generally accepted engineering or other professional standard and applicable regulations.

No recommendation as to products and services or vendors is made or should be implied.

In no event shall ETSI be held liable for loss of profits or any other incidental or consequential damages.

Any software contained in this deliverable is provided "AS IS" with no warranties, express or implied, including but not limited to, the warranties of merchantability, fitness for a particular purpose and non-infringement of intellectual property rights and ETSI shall not be held liable in any event for any damages whatsoever (including, without limitation, damages for loss of profits, business interruption, loss of information, or any other pecuniary loss) arising out of or related to the use of or inability to use the software.

**Copyright Notification**

© European Telecommunications Standards Institute 2026.  
© Comité Européen de Normalisation 2026.  
© Comité Européen de Normalisation Electrotechnique 2026.  
All rights reserved.

<b>Contents</b>	<b>Page</b>
European foreword .....	5
Introduction.....	6
<b>1 Scope .....</b>	<b>7</b>
<b>2 Normative references .....</b>	<b>7</b>
<b>3 Terms, definitions and abbreviations.....</b>	<b>7</b>
3.1 Terms and definitions.....	7
3.2 Abbreviations.....	9
<b>4 Framework: accessibility and public procurement.....</b>	<b>9</b>
4.1 Introduction .....	9
4.2 Accessibility, Design for all users, Usability.....	9
4.3 Accessibility legislation and applicable standards .....	11
4.4 Public procurement legislation (with focus on provisions regarding accessibility) .	12
4.5 ICT products and services in public procurement .....	14
<b>5 Incorporation of ICT accessibility considerations.....</b>	<b>15</b>
5.1 Introduction .....	15
5.2 Preparing the market: Early information to economic operators.....	16
5.3 Towards genuine incorporation of accessibility.....	18
5.4 Working together to ensure accessibility.....	18
<b>6 Defining technical specifications, selection criteria and award criteria.....</b>	<b>18</b>
6.1 Introduction .....	18
6.2 Technical specifications: identification of relevant requirements .....	19
6.3 Selection and exclusion criteria .....	22
6.4 Award criteria.....	24
<b>7 Conformity assessment .....</b>	<b>25</b>
7.1 Introduction .....	25
7.2 Conformity assessment in practice .....	25
7.3 Aspects for selecting the type of conformity assessment.....	26
7.4 The product or service exists.....	26
7.5 The product or service is yet to be built.....	32
7.6 Long term framework contracts and incremental products and services .....	33
<b>8 The use of criteria and conformity assessment in the public procurement process lifecycle.....</b>	<b>34</b>
8.1 Types of procedures .....	34
8.2 Pre-award phase .....	35
8.3 Awarding phase.....	37
8.4 Post-award phase / follow-up for long-term contracts .....	37
8.5 Delay and non-compliance.....	38
<b>Annex A (informative) Practical examples of including accessibility in ICT procurement ..</b>	<b>40</b>
A.1 Introduction .....	40
A.2 Example: Procuring an ATM (automated teller machine).....	40
A.3 Example: Procuring a public transport mobile app.....	43
A.4 Example: Procuring a local council website.....	46
A.5 Example: Procuring a museum audiovisual guide .....	48

**CEN/CLC/ETSI TR 101551:2026 (E)**

<b>Annex B (informative) Examples of tools for identifying relevant EN 301549 requirements</b>	<b>52</b>
<b>B.1 EN 301549 Filter Tool (ETSI)</b>	<b>52</b>
<b>B.2 ICT accessibility requirements wizard (Government of Canada)</b>	<b>52</b>
<b>B.3 Standardanforderungskatalog (ITZBund, German Federal Ministry of the Interior)</b>	<b>53</b>
<b>Bibliography</b>	<b>54</b>

# Sample Document

get full document from [standards.iteh.ai](https://standards.iteh.ai)

## European foreword

This document (CEN/CLC/ETSI/TR 101551:2026) has been prepared by Technical Committee CEN/CLC/ETSI/JWG eAcc “eAccessibility”, the secretariat of which is held by UNE.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

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

CEN/CLC/ETSI TR 101551:2026 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.

Any feedback and questions on this document should be directed to the users' national standards body. A complete listing of these bodies can be found on the CEN website.

## CEN/CLC/ETSI TR 101551:2026 (E)

### 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

#### 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]

---

<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

**CEN/CLC/ETSI TR 101551:2026 (E)****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]

## 3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

<b>API</b>	application programming interface
<b>EAA</b>	Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services. Also known as the European Accessibility Act.
<b>EN</b>	European Standard
<b>ICT</b>	Information and communication technology
<b>OPD</b>	Organisation of Persons with Disabilities
<b>PPD</b>	Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC
<b>SME</b>	Small or Medium-sized Enterprise
<b>TR</b>	Technical Report
<b>WAD</b>	Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies. Also known as the Web Accessibility Directive.

## 4 Framework: accessibility and public procurement

### 4.1 Introduction

This section provides an overview of the EU accessibility legislation and how the public procurement directives relate to the requirement of accessibility.

### 4.2 Accessibility, Design for all users, Usability

#### 4.2.1 Accessibility

Accessibility is the 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 (ISO 9241-11:2018). The context of use can include direct use or use supported by assistive technologies.

Accessibility concentrates on the environment surrounding a person, to break down the barriers in the environment that limit access, and not on the condition or disability of a person. For example: a person in a wheelchair has equivalent access to a building if there is a ramp next to (or instead of) the stairs. The limitations are not grounded in the disability but in the environment, and accessibility means that the environment is formed so that it creates no barriers for any person with a disability.

The same principle holds for digital environments. ICT can be built in a way that allows persons with disabilities to use it equitably in their preferred mode of use. Users in general are diverse, but there is also diversity within the specific user groups of persons with disabilities, and one solution never fits all. Keeping that in mind, here are some examples of user needs:

- users with low vision might need good contrast and the ability to magnify a screen-based user interface in order to navigate and understand content;
- users who are blind often use screen readers to interpret and navigate the interface, which is presented to them via audio and/or Braille output;

## CEN/CLC/ETSI TR 101551:2026 (E)

- users who are hard-of hearing need videos with subtitles;
- users with motor impairments, who use assistive technology such as eye gaze control or sip-and-puff switches, need keyboard navigable interfaces;
- users with motor impairments, who use a mouse or their finger to interact, benefit from large controls;
- users with cognitive impairments benefit from multimodality, clarity in layout, easy-to-understand language, clear links, stepwise interaction, explanations, and so on.

Addressing the needs of persons with disabilities makes products, services and information more usable and accessible for all users. For example, good contrast makes an ATM screen easier to read outdoors; large controls are helpful in shaky environments such as public transport; subtitles help people understand audio who are not native speakers, and help in situations where turning on the sound would disturb others; and easy-to-understand language makes content easier to understand for everyone and improves the quality of automatic translation.

### 4.2.2 Design for all users

Design for all users – a term used in EU public procurement legislation – is achieved by application of the “Design for All” approach. In the “Design for All” approach, a product or service is designed, developed and provided so that it can be accessed, understood and used by the widest range of users, including (but not only) persons with disabilities.

The Design for All approach focuses on accessibility and usability from the earliest possible stages of development and continues to guide the decisions throughout the entire lifecycle of a product or service. A key element of the Design for All approach is interoperability across the chain of use, ensuring that ICT products and services function effectively for all users. For example, they perform as expected regardless of differences in underlying systems or the use of assistive technologies. This is achieved by identifying diverse needs, characteristics, capabilities and preferences, by involving users and using knowledge about accessibility and usability in the relevant procedures and processes.

In practice, accessibility outcomes are results of an organisation’s policies, processes and activities that aim for products and services that the widest range of users can access, understand and use.

### 4.2.3 Usability

Accessibility is about making sure that products and services are provided in such a way that there are no barriers to equivalent access for people with disabilities. Usability is about ensuring that products and services are easy to use. ISO 9241-11:2018 defines usability as the “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”, and provides a framework for understanding the concept of usability and applying it to situations where people use products and services.

For people with disabilities, accessibility is in many cases a precondition for successful use and, in turn, usability. Increasing usability leads to an overall better user experience. However, it is important to note that while it is required to ensure accessibility, there is no legal requirement to ensure usability in public procurement.

## 4.3 Accessibility legislation and applicable standards

### 4.3.1 General

This section provides a short description of the accessibility legislation and how it sets accessibility requirements, as well as the role of accessibility standards in the presumption of conformity.

### 4.3.2 Web Accessibility Directive

The Web Accessibility Directive (Directive (EU) 2016/2102, WAD) sets the accessibility requirements for public sector websites and mobile applications in the EU, and requires providing an accessibility statement on how those websites and mobile applications comply with the directive.

### 4.3.3 European Accessibility Act

The European Accessibility Act (Directive (EU) 2019/882, EAA) aims to harmonise accessibility requirements for certain products and services. The accessibility requirements set in the act also clarify the existing accessibility obligation in other EU law, particularly in public procurement and structural funds.

### 4.3.4 Accessibility requirements in other EU legal acts

**The Audiovisual Media Services Directive** (Directive 2010/13/EU, AVMSD) requires media service providers to make their content progressively accessible (by offering features like subtitles, audio description, and sign language), and to ensure that the interfaces, menus and electronic program guides are accessible. (Access to audiovisual media services is covered by the EAA.)

**The European Electronic Communications Code** (Directive (EU) 2018/1972, EECC) requires that persons with disabilities have equivalent access to electronic communications services (like mobile and fixed telephony, internet access, messaging apps); contracts, billing and customer support are available in accessible formats; and emergency communications are accessible.

**The Electronic Identification, Authentication and Trust Services Regulation** (Regulation (EU) No 910/2014, eIDAS) requires that electronic identification means, trust services (e.g., electronic signatures and website certificates) and end-user products used in those services are available in plain and intelligible language, following the EAA requirements. In addition, European Digital Identity Wallets need to be accessible by following the EAA requirements.

**The EU Passenger Rights Regulations**<sup>2</sup> set accessibility requirements for air, rail, bus and boat passenger transport.

**The Artificial Intelligence Act** (Regulation (EU) 2024/1689, AI Act) sets accessibility requirements for high-risk Artificial Intelligence (AI) systems, for the EU database for high-risk AI systems, and for transparent information about certain AI systems.

### 4.3.5 European accessibility standards

The accessibility requirements in European accessibility legislation are supported by harmonised European standards. The EAA will be supported by:

- European standard EN 301549, specifying accessibility requirements for checking the conformance of ICT products and services with the EAA and the WAD;<sup>3</sup>

<sup>2</sup> Regulation (EC) No 1107/2006, Regulation (EU) 2021/782, Regulation (EU) No 181/2011 and Regulation (EU) No 1177/2010.

<sup>3</sup> Annex I Table 2 in Standardisation request M/587.

## CEN/CLC/ETSI TR 101551:2026 (E)

- European standard EN 17161, specifying requirements for the development process based on the Design for All approach in products, goods and services so that accessibility is incorporated, and can also be used to define, require and assess the technical capacity of the supplier;<sup>4</sup>
- European standard EN 17210, setting requirements for accessibility and usability of the built environment;<sup>5</sup>
- a new European standard on support services;<sup>6</sup>
- a new European standard on information about accessibility;<sup>7</sup>
- a new European standard on the accessibility and interoperability of emergency communications.<sup>8</sup>

All harmonized European standards are required to contain an Annex Z where it is shown which technical requirements can be used to meet the legal obligations.

### 4.4 Public procurement legislation (with focus on provisions regarding accessibility)

#### 4.4.1 Introduction

This section provides an overview of the logic and provisions of the public procurement directives in relation to accessibility and explains how the EAA affects procurement.

This report is based on the provisions of the public procurement directives, and not on the national legislation of EU Member States resulting from the EU legislation. It is important to underline that national implementations might differ, and the use of the guidance in this report might be influenced by such differences.

Tenders with a value estimated to be below specified thresholds are not covered by the public procurement directives, and so it is for Member States to decide whether such contracts are subject to national rules. These thresholds were originally specified in Article 7 of Directive 2004/18/EC, and are now regularly updated by regulation.

#### 4.4.2 Public Procurement Directive (Directive 2014/24/EU)

The Public Procurement Directive (Directive 2014/24/EU, PPD) provides the general legal reference for the obligatory requirements for public procurement. For all procurement that falls under the PPD and is intended for use by natural persons, the technical specifications need to set accessibility criteria and require a Design for All approach, except in duly justified cases. These requirements are not limited to products and services for the general public, but also need to be set for those used by the staff of the contracting authority or other public authorities. This helps accessibility and inclusion in the workplace, both for current staff with disabilities and facilitating future hires.

<sup>4</sup> Annex I Table 2 in Standardisation request M/587.

<sup>5</sup> Annex I Table 2 in Standardisation request M/587.

<sup>6</sup> Harmonised standard(s) setting up requirements on the accessibility of non-digital information related to products, see Annex I Table 1 in Standardisation request M/587.

<sup>7</sup> Harmonised standard for the accessibility of support services related to products and services (help desks, call centres, technical support, relay services and training services), see Annex I Table 1 in Standardisation request M/587.

<sup>8</sup> Harmonised standard for the accessibility and interoperability of emergency communications and for the answering of emergency communications by the public safety answering point (PSAPs) (including to the single European Emergency number 112), see Annex I Table 1 in Standardisation request M/587. A blueprint for the EN 303 919 has been published as ETSI TS 103 919 and can already be reviewed.

If EU law sets mandatory accessibility requirements (e.g., the EAA<sup>9</sup>), the technical specifications will reference those requirements. However, the technical specifications do not need to be limited to them. It is possible to set further accessibility requirements, as long as they do not create unjustified obstacles for competition.

When there is no EU legislation that sets mandatory accessibility requirements, they need to be set in the technical specifications, as usual, in terms of performance or functional requirements and/or by reference to technical specifications (e.g., standards).

Beyond establishing the requirement of accessibility in the technical specifications, the contracting authorities can also establish selection and award criteria to ensure the accessibility of the procured product or service.

Below is an overview of the aspects where the PPD refers to accessibility:

- Technical specifications need to consider accessibility. This means setting requirements that will ensure that the procured product / service is accessible, apart from duly justified cases. (See: Recital (76), Article 42(1), Annex VII Section(1)(a-b).)
- Labels (e.g., EC marking) might be required (in the technical specifications, the award criteria or the contract performance conditions) to prove that the product / service complies with the accessibility requirements. (See: Recital (75), Article 43(1).)
- Selection and/or exclusion criteria might consider the ability of the bidders to deliver accessible products or services, or their history of violating accessibility rules. (See: Recital (101), Article 58(4).)
- Award criteria and contract performance conditions might take into account accessibility beyond the mandatory requirements, and be part of identifying the most economically advantageous tender with best price-quality ratio. (See: Recital (99), Article 67(2)(a), Article 76(2).)
- Quality assurance certificates might be required regarding accessibility. (See: Article 62(1).)
- Electronic communication in the public procurement procedure should take accessibility in due account. (See: Recital (53).)

The principle of proportionality has implications for the selection of the types of evidence requested, in particular with respect to cost and time resources needed for producing the evidence. Proportionality means that the contracting authority does not impose restrictions on the tenderers by setting out more requirements than necessary to meet the needs in the procurement in question. In addition, proportionality means that the personnel and financial resources spent on the procurement process are reasonable, considering the scope and cost of the subject-matter of the procurement.

#### **4.4.3 Concession Directive (2014/23/EU) and Utilities Directive (2014/25/EU)**

Directive 2014/25/EU on procurement by entities operating in the water, energy, transport and postal services sectors (Utilities Directive) contains similar provisions to those in the Public Procurement Directive. Where this report refers to the PPD, those parts are also applicable to procurements under the Utilities Directive.

Directive 2014/23/EU on the award of concession contracts (Concession Directive) makes it possible – but not mandatory – to address accessibility in the technical and functional requirements.

---

<sup>9</sup> The EAA expressly states that it constitutes mandatory accessibility requirements within the meaning of the public procurement directives. (See Article 24.)