

Software, Subscriptions and Online Databases

UPDATED APRIL 7, 2026

- I. IMPORTANT NOTICE – In order to ensure software renewals are completed according to these requirements, it is vitally important that the department begin working on the documentation and requisition issuance at least 60 days prior to contract expiration.
 - A. Accessibility Requirements
 1. As used in this policy, “Software” is defined as any computer software, subscriptions, online databases and any service that uses our network. Individuals submitting a request for software should follow the following processes:
 - a. All software which is free and software that costs less than \$5,000.00 should be submitted using the BPC Software purchase procedure. If the software you are requesting for use is free please enter \$0.00 for cost.
 - b. Software that costs \$5,000.00 or more should follow the process outlined in section IV below.
 - c. Renewals for software purchased with a BPC card will continue to utilize the BPC process above. Renewals for software purchased under the Standard process will continue to utilize the Standard process.
 2. Prior to a UCM staff person entering a requisition into UCMarket for software, the following process must be completed by the department/individual:
 - a. All requests for software, both free software and software for purchase *must* undergo a review for accessibility, technology, and legal.
 3. All requests for new software and renewals are required to include vendor accessibility documentation and be reviewed for accessibility in compliance with Title II of the ADA. Software used at UCM must conform to WCAG 2.1 AA. In order for UCM to assess a third party's conformance, the vendor will be required to provide a completed Voluntary Product Accessibility Template (VPAT), which is known as an Accessibility Conformance Report (ACR). Third-party software vendors that do not provide an ACR which demonstrates the software's conformance with WCAG 2.1 AA may be removed from consideration or be required to provide further information before approval.

When requesting or receiving documents from a third-party vendor for software renewals or new services, please request the ACR and any other accessibility compliance documentation (listed below) the vendor has available. For example – accessibility compliance plan roadmap,

accessibility statements, etc. **Do not accept a link to documents on their website.** They must provide the documents to the department for attachment to UCMarket.

4. **Below is recommended language requestors may send to vendors to request the accessibility documentation. UCM Departments shall send the following proposed language as an email to all applicable Vendors which request documentation of accessibility compliance:**

Name of Software: To be completed by UCM Department

Name of Company Selling Software: To be completed by UCM Department

Number of UCM Users: To be completed by UCM Department

In accordance with Title II of the Americans with Disabilities Act, all third-party software vendors must comply with Web Accessibility Content Guidelines (WCAG) 2.1 AA. Starting December 9, 2025, third-party vendors are required to provide an up to date (preferably within two (2) years) Accessibility Conformance Report (ACR) and accessibility related documents and information available to the UCM Requestor. All documentation and information provided will be reviewed by UCM as part of the requisition approval process. The ACR submitted must UTILIZE THE ITI WCAG VPAT 2.5 FORM and assess for WCAG 2.1AA.

Please email the ACR and respond to the questions below within 48 hours for the review to be completed and further action taken if necessary. Please do not submit a link or reference a link on your website as a location where the ACR or other documents may be located. The actual document/s must be provided to include as an attachment to the request.

- **Does your company have an accessibility statement? If yes, please provide.**
- **Does your company have an accessibility support team? If yes, please provide their contact information.**
- **Does your company have an accessibility-specific point of contact? If different than above, please provide name and email address.**
- **Does your company offer troubleshooting services for accessibility needs? If yes, please explain.**
- **If your company provided an ACR, was it completed by a third party? YES or NO**
- **Does your company provide detailed product testing documentation? YES or NO - If yes, please provide.**

- **Did your company provide a Remediation or Accessibility Compliance Plan? YES or NO - If yes, please provide.**
- **Provide the name and email address of the person providing this information and who can be contacted if additional information is required.**

Thank you for providing this important information in an

(FILL IN YOUR NAME, PHONE NUMBER AND EMAIL)

- B. Once you have received the information from the company, attach all documents submitted by the Vendor to the Internal Attachments section in your requisition in UCMarket. If the ACR and documented answers to the requested information above are not attached to the requisition, the requisition will be returned to the originator. This could result in a significant delay in the review process.
- C. If a vendor says they cannot provide an ACR that meets WCAG 2.1 AA but has a written plan to have it implemented in a reasonable and specific amount of time, they must provide this information on company letterhead and have it signed and dated with the exact details for compliance. Attach this to the requisition. If the time period for compliance is deemed reasonable it may be accepted.
- D. If the company does not meet at least the WCAG 2.1 AA standards and does not have a compliance plan in place, or will not provide one, the vendor will not be approved. The Office of Accessibility Services?? will assist if a department wishes to appeal this determination.
- E. UCM will assess and review all exceptions to this policy based on the Exception Procedure process.

purchases please contact the Office of Technology or Procurement.

II. Vendor Registration

- A. If your software exceeds \$5,000.00, the vendor must be registered using the following process.
- B. Look up Vendor name for TCM tracking. (NOTE: If using a BPC, skip the Vendor registration process)
- C. If the vendor is not yet in TCM, utilize the Supplier Registration process or contact Procurement for assistance.

- D. Departments may utilize their BPC for purchases where the vendor will not accept a check, ACH, or wire payment. (NOTE: The BPC limit of \$5,000.00 can be waived for these purchases by the Procurement Director upon request.)
- E. All software renewals and purchases must be processed in UCMarket regardless of the payment method.
- F. NOTE: All departments must follow UCM Procurement requirements for purchase of new software. Departments shall acquire quotes for comparable software if cost is over \$5,000.00, attach quotes to requisition. Bids or RFP's for new software if the total cost including software and support/maintenance is over \$25,000.00 shall be issued by the Procurement Office. Do not get demos or quotes for software in advance of performing a Procurement originated RFP for new software. This causes problems with the RFP. An RFP allows all vendors to equally present their written information and a demo of their product.

III. BPC Requisition Issuance Process

- A. Request a quote from vendor for product/service, contact information (name, email, phone, etc.), and EULA/SLA.
- B. Request the ACR and other documents as instructed and attach to req.
- C. Vendor will be entered as "BPC Vendor"
- D. Attach the quote/screenshot which includes cost and any reference to terms.
- E. Attach EULA/SLA if one is provided.
- F. IN THE INTERNAL NOTES SECTION: Include a point of contact for the vendor (name and email address). If signatures are required, include the vendor signature authority (name and email address).
- G. Also, add to internal notes: "CONFIRMATION ONLY PO"
- H. Use account codes: 733050 for Software RENEWAL, 750936 for NEW Software
- I. NOTE: DO NOT USE ANY OTHER CODE NUMBERS

IV. Standard Requisition Issuance Process:

- A. Request a quote from vendor for product/service, contact information (name, email, phone, etc.), and EULA/SLA.
- B. Request the ACR and other documents as instructed and attach to req.
- C. Attach the quote/screenshot which includes cost and any reference to terms.
- D. Attach EULA/SLA/Terms & Conditions.
- E. IN THE INTERNAL NOTES SECTION: Include a point of contact for the vendor (name and email address). If signatures are required, include the vendor signature authority (name and email address).
- F. Use account codes: 733050 for Software RENEWAL, 750936 for NEW Software
- G. NOTE: DO NOT USE ANY OTHER CODE NUMBERS

- V. Approval Process Requisition will go through the following level approvals:
 - 1. Originator (Office Professional, Chair, Etc.)
 - 2. Banner Budget Authorization
 - 3. Level 1 Department Approval
 - 4. Procurement Review 1
 - 5. Accessibility Compliance Approval
 - 6. OT approval - review for requirements of resources, network, etc.
 - 7. NEW Software – Requires review and approval by Technology Review Board with possible questions sent to requisitioner/department (Coming soon)
 - 8. Level 2/3/4 Approval (depending on amount)
 - 9. OSP Approval (If Grant funds are used)
 - 10. Procurement/Legal Review - Legal review to be completed with redlines being approved by vendor and UCM. Procurement to work with vendor and Legal for this review and approval process. Includes signature process.
 - 11. Procurement Final Review (PO Issuance)

- VI. PO created – WILL BE SENT TO VENDOR UNLESS IT IS A BPC PAYMENT.
 - A. After the approval process, the requestor will make the purchase at this time using their BPC card and then process purchases in Emburse for BPC orders. (NOTE: Do not purchase the product prior to completing the entire process)
 - B. Include the BPC PO and the quote in attached requisition documents.
 - 1. PO will be closed by AP when BPC Emburse report is completed.
 - 2. If BPC is not used, the department will receive in the software in UCMarket and PO will be closed by AP when payment is made.

- VII. Additional Information
 - A. All software technology purchases (including “free” software) will utilize this process which will begin with the requisition.
 - B. Point of Contact
 - 1. Any questions associated with technology for software purchases should be addressed to the Office of Technology.
 - 2. Any questions associated with procurement or the issuance of a requisition in UCMarket for these types of purchases should be addressed to the Procurement department.
 - 3. Any questions associated with WCAG Standards and Accessibility assessment should be directed to the Office of Accessibility Services.