

Subpart 39.2 - Information and Communication Technology

39.201 Scope of subpart.

(a) This subpart implements section 508 of the Rehabilitation Act of 1973 ([29 U.S.C. 794d](#)), and the Architectural and Transportation Barriers Compliance Board's (U.S. Access Board) *information and communication technology (ICT)* accessibility standards at [36 CFR 1194.1](#).

(b) Further information on Section 508 is available via the Internet at <http://www.section508.gov>.

(c) When acquiring *ICT*, agencies *must* ensure that—

(1) Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities; and

(2) Members of the public with disabilities seeking information or services from an agency have access to and use of information and data that is comparable to the access to and use of information and data by members of the public who are not individuals with disabilities.

39.202 Definition.

Undue burden, as used in this subpart, means a significant difficulty or expense.

39.203 Applicability.

(a) *General*. Unless an exception at [39.204](#) or an exemption at [39.205](#) applies, *acquisitions* for *ICT supplies* and services *shall* meet the applicable *ICT* accessibility standards at [36 CFR 1194.1](#).

(b) *Indefinite-quantity contracts*. Confirmation of an exception or a determination of an exemption is not required prior to award of an indefinite-quantity contract, except for requirements that are to be satisfied by initial award. The contract *must* identify which *supplies* and services the contractor indicates as compliant and show where full details of compliance can be found (*e.g.*, vendor's or other exact website location).

(c) *Task order or delivery order*. At the time of issuance of a *task order* or *delivery order* under an indefinite-quantity contract, the requiring and ordering activities *shall* ensure compliance with the *ICT* accessibility standards and document an exception or exemption if applicable. Any *task order* or *delivery order*, or portion thereof, issued for a noncompliant *ICT* item *shall* be supported by the appropriate exception or exemption documented by the requiring activity.

(d) *Commercial products and commercial services*. When acquiring *commercial products* and

commercial services, an agency *must* comply with those *ICT* accessibility standards that can be met with *supplies* or services that are available in the commercial marketplace and that best address the agency's needs, but see [39.205\(a\)\(3\)](#).

(e) *Legacy ICT*. Any *component* or portion of existing *ICT* (*i.e.*, *ICT* that was procured, maintained, or used on or before January 18, 2018) is not required to comply with the current *ICT* accessibility standards if it—

(1) Complies with an earlier standard issued pursuant to section 508 of the Rehabilitation Act of 1973 ([29 U.S.C. 794d](#)), which is set forth in Appendix D to [36 CFR 1194.1](#)); and

(2) Has not been altered (*i.e.*, a change that affects interoperability, the user interface, or access to information or data) after January 18, 2018.

(f) *Alterations of legacy ICT*. When altering any *component* or portion of existing *ICT*, after January 18, 2018, the *component* or portion *must* be modified to conform to the current *ICT* accessibility standards in [36 CFR 1194.1](#).

39.204 Exceptions.

(a) The requirements in [39.203](#) do not apply to *acquisitions* for—

(1) *National security systems*. *ICT* operated by agencies as part of a *national security system*, as defined by [40 U.S.C 11103\(a\)](#);

(2) *Incidental contract items*. *ICT* acquired by a contractor incidental to a contract, *i.e.*, for in-house use by the contractor to perform the contract; or

(3) *Maintenance or monitoring spaces*. The portions of *ICT* that are operable parts (*i.e.*, hardware-based user controls for activating, deactivating, or adjusting *ICT*) or status indicators, and that are located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment.

(b) The *contracting officer shall* receive, as a part of the requirements documentation, written confirmation from the requiring activity that an exception, in accordance with paragraph (a)(1), (2), or (3) of this section, applies to the *ICT* supply or service (see [7.105\(b\)\(5\)\(iv\)](#)). This documentation *shall* be maintained in the contract file.

39.205 Exemptions.

(a) *Allowable exemptions*. An agency *may* grant an exemption for the following:

(1) *Undue burden*. When an agency determines the *acquisition* of *ICT* conforming with all the applicable *ICT* accessibility standards would impose an undue burden on the agency, compliance with the *ICT* accessibility standards is only required to the extent that it would not impose an undue burden. In determining whether conformance to one or more *ICT* accessibility standards would impose an undue burden, an agency *shall* consider the extent to which conformance would impose significant difficulty or expense considering the agency resources available to the program or *component* for which the *ICT* supply or service is being procured.

(2) *Fundamental alteration*. When an agency determines that *acquisition* of *ICT* that conforms with all applicable *ICT* accessibility standards would result in a fundamental alteration in the nature of the *ICT*, such *acquisition* is required to conform only to the extent that conformance will not result in a fundamental alteration in the nature of the *ICT*.

(3) *Nonavailability of conforming commercial products and commercial services*. Where there are no *commercial products* and *commercial services* that fully conform to the *ICT* accessibility standards, the agency *shall* procure the *supplies* or service available in the commercial marketplace that best meets the *ICT* accessibility standards consistent with the agency's needs.

(b) *Alternative means of access*. An agency *shall* provide individuals with disabilities access to and use of information and data by an alternative means to meet the identified needs when an exemption in paragraphs (a)(1), (2), or (3) of this section applies.

(c) *Documentation*. When an exemption applies, the *contracting officer shall* obtain, as part of the requirements documentation, a written determination from the requiring activity explaining the basis for the exemption in paragraphs (a)(1), (2) or (3) of this section. This documentation *shall* be maintained in the contract file.

(1) *Undue burden*. A determination of undue burden *shall* address why and to what extent compliance with applicable *ICT* accessibility standards constitutes an undue burden.

(2) *Fundamental alteration*. A determination of fundamental alteration *shall* address the extent to which compliance with the applicable *ICT* accessibility standards would result in a fundamental alteration in the nature of the *ICT*.

(3) *Nonavailability of conforming commercial products and commercial services*. A determination of *commercial products* and *commercial services* nonavailability *shall* include—

(i) A description of the *market research* performed;

(ii) A listing of the requirements that cannot be met; and

(iii) The rationale for determining that the *ICT* to be procured best meets the *ICT* accessibility standards in [36 CFR 1194.1](#), consistent with the agency's needs.