

Amendment 001

ACAN # - CSPS-ACAN-24KH-1352

To all Bidders:

The purpose of this amendment is to give effect to the following:

Questions and Answers:

Question # 1: Re. the Background section bullet:

“Arranging video meetings with expert assistive technology users to identify issues and receive immediate feedback.”

Does the agency intend to moderate the user sessions, or want a vendor expert to moderate, or should these be self-guided sessions where users go through the flow and share experiences?

Answer # 1:

CSPS requires that CSPS moderates the moderated user sessions and self-guided sessions will only include the user. In both instances, a video recording is required.

Question # 2: Re. the Background section bullet:

“Receiving recorded videos with narration where testers with specific assistive technologies navigate the CSPS’s learning products based on instructions provided. The chosen assistive technology user will focus on completing the assigned task, so that any pain points encountered during the process can be identified and rectified.”

What does “narration” mean here, spoken/written feedback from the user, or captions and transcripts?

Answer # 2:

“Narration” means that the user will talk out loud their experience as they go through the task. They should say what they are doing, such as which keys they press, and describe any pain points (barriers) they face, such as saying why they can or cannot do part(s) of a task.

The video recording of the session must have a time-stamped transcript that is also used for the captions.

Question # 3: The Background section outlines a demand for video meetings with users with disabilities:

"Conducting video-based sessions with individuals with disabilities who use one or more forms of adaptive technology.",

whereas the Justification for pre-selected supplier section mentions compatibility tests:

"can provide five (5) different combinations of adaptive technology users in response to a single compatibility testing request".

As per information on Fable's website (<https://makeitfable.com/tutorial/compatibility-testing/>), compatibility tests provide written feedback over video feedback.

Is the agency looking for video recorded tests, or compatibility tests, or both?

Answer # 3:

CSPS requires both compatibility tests and video recorded tests.

Question # 4: How many assistive technology user(s) are expected to participate as part of one video meeting test?

Answer # 4:

CSPS expects at least one user of assistive technology to participate during one video meeting test. In some instances, CSPS will require separate video meeting tests with users of different types of assistive technology. For an example, for the same product we could have one meeting with a user of JAWS (Screen reader), a second meeting with a user of VoiceOver (screen reader), a third meeting with a user of Dragon NaturallySpeaking (alternative navigation) and a fourth meeting with a user of ZoomText (magnification).