

WEB-BASED PRODUCTS AND SERVICES ACCESSIBILITY REQUIREMENTS FOR VENDORS, CONTRACTORS AND SUPPLIERS

A. Definitions:

“*Customer*” means a Kaiser Permanente entity purchasing goods or services from Supplier.

“*Kaiser Permanente*” means the integrated health care delivery organization doing business as Kaiser Permanente®, which includes Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, Inc., the Permanente Medical Groups, and each of their respective subsidiaries.

“*Supplier*” means a vendor, contractor or supplier who is providing goods and/or services to Kaiser Permanente.

“*Web-Based Products and Services*” means any product or service that is accessed over a network connection using hypertext transfer protocol (HTTP or HTTPS), such as cloud services, software as a service, application services, websites, web portals, knowledgebases, and content services.

B. Requirements.

Kaiser Permanente is committed to providing access to its healthcare services, programs, and activities free from discrimination on any basis, including disability, in accordance with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794), Section 1557 of the Affordable Care Act of 2010 (42 U.S.C. § 18116), the Americans with Disabilities Act of 1990, their implementing regulations, and all other applicable laws. This commitment includes ensuring the web-based products and services we provide to our members, patients, and other users are accessible. In furtherance of this commitment, the following requirement applies to Suppliers of web-based products and services:

Supplier shall ensure that Web-Based Products and Services adhere to, at a minimum, the Web Content Accessibility Guidelines 2.0 and 2.1 (or any later version thereof), Level AA.

Guidance and resources for ensuring the accessibility of health programs and activities offered through electronic information technology are provided by the U.S. Department of Health and Human Services [here¹](#).

The Web Content Accessibility Guidelines (WCAG) are available [here²](#).

C. Modifications. The web-based products and services accessibility requirements set forth herein are subject to change by Kaiser Permanente from time to time to reflect changes in Kaiser Permanente’s web-based products and services accessibility requirements. These requirements shall not be construed to require any violation of federal or state law or collective bargaining agreements.

¹ <https://www.hhs.gov/civil-rights/for-individuals/disability/eit-guidance-bulletin/index.html>

² <http://www.w3.org/TR/WCAG20/>