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WORLD ECONOMIC FORUM

ICT Accessibility in Public Procurement

BENCHMARK REPORT

JULY 2021

This publication forms part of a suite of benchmark reports produced by the G20 Global Smart Cities Alliance to analyse trends in smart city governance across the 36 Pioneer Cities of the Alliance.

Introduction

Accessibility refers to how products, systems, services and facilities can be accessible to a population with the widest range of characteristics and capabilities. Information and communications technology (ICT) should be accessible to everyone, including individuals with physical/mental disabilities, elderly people and immigrants with limited proficiency in the local language. The model policy for ICT accessibility provides an enabling framework to support the public procurement/ development of accessible ICTs.

Some 29 Pioneer Cities provided details about their ICT accessibility policies. Figure 1 shows the extent to which a policy for ICT accountability has been adopted in these Pioneer Cities.

Key findings

- Accessibility in public services requires the adoption of ICT accessibility standards. **Less than 20% of Pioneer Cities regularly use ICT accessibility standards in procurement** (5/29 cities).[1]
- Procurement needs to be supported by verification of conformance by vendors. **Few Pioneer Cities are verifying conformance criteria** (6/29 cities).[2]
- City officials need training to embed accessibility into ICT procurement. However, **most Pioneer Cities are not training city officials (**9/29 cities).[3]

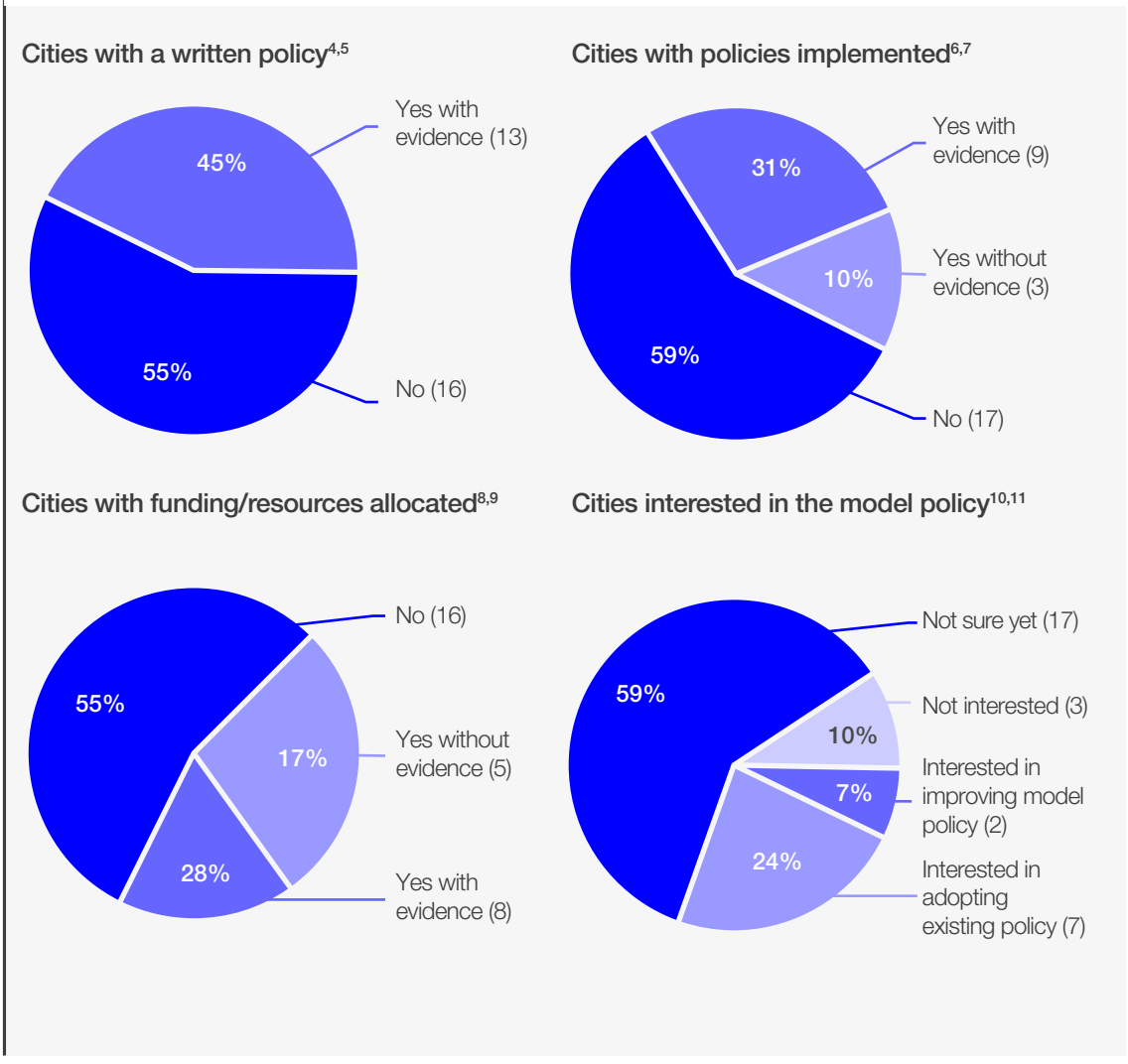
The current state of play

Even though accessibility standards are well established in the Pioneer Cities, very few cities appear to use them in the procurement of ICT. As a result, there is a risk of large sections of the population being excluded. However, having a written policy in place appears to prompt action towards implementation. Cities should therefore consider:

- Adopting the model policy for ICT accessibility in procurement policies
- Involving the ICT procurement function in developing a procurement policy for ICT accessibility

More guidance on these points can be found in the model policy.

FIGURE 1 **Adoption and implementation of policies for ICT accessibility in public procurement**



Source: Deloitte analysis of Pioneer City Policy Assessment data, March 2021

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- Bengaluru, India
- Belfast, United Kingdom
- Bilbao, Spain
- Bogota, Colombia
- Brasilia, Brazil
- Chattanooga, United States
- Cordoba, Argentina
- Daegu, South Korea
- eThekwini, South Africa
- Faridabad, India
- Gaziantep, Turkey
- Hamamatsu, Japan
- Hyderabad, India
- Indore, India
- Istanbul, Turkey
- Kaga, Japan
- Kakogawa, Japan
- Kampala, Uganda
- Karlsruhe, Germany
- Leeds, United Kingdom
- Lisbon, Portugal
- London, United Kingdom
- Maebashi, Japan
- Manila, Philippines
- Mexico City, Mexico
- Milan, Italy
- Newcastle, Australia

Endnotes

1. IA5.1: “Does the procuring authority make reference to ICT Accessibility standards when creating Mandatory Requirements and Award Criteria for ICT procurements?”
2. IA5.4: “Does the procuring authority carry out verification of conformity with ICT accessibility standards in the Call for Tender process?”
3. IA5.6: “Does the procuring authority have a training or awareness programme in place for relevant officials that includes ICT accessibility?”
4. Pioneer City Assessment Survey IA2.1: “Does your city have a written policy (or set of policies) that mandates accessibility standards in the development and procurement of ICT?”
5. IA2.3: “Please share a link to the most relevant document. Name of policy, relevant laws and regulations.”
6. IA3.1: “Do your procurements and tenders for ICT typically require that accessibility standards are maintained?”
7. IA3.2: “Please demonstrate this by sharing this requirement in your most recent ICT procurement. Name of project/ investment.”
8. IA4.2: “Are there resources or funding available in your city government to improve accessibility for ICT?”
9. IA4.3: “Please describe these resources – funding/budget per year.”
10. IA7.4: “Having reviewed the model policy, will your city work towards adopting the model policy or some version of it in the future?”
11. CPPF2.1: “Please select all model policies that your city will be working on in future stages of the Pioneer Programme (including attending workshops and developing policy proposals).”

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