

Appendix A

Software Applications and Operating Systems (§1194.21)

- A. When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.
- B. Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.
- C. A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.
- D. Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.
- E. When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.
- F. Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.
- G. Applications shall not override user selected contrast and color selections and other individual display attributes.
- H. When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.
- I. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

J. When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.

K. Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.

L. When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

Department of Homeland Security
Nomination and Designation of Designated Agency Representative (DAR)
For Telecommunications Services

This is a request for designation of the named employee as a Designated Agency Representative (DAR) for the specified operating unit(s) within the U.S. Department of Homeland Security for purposes of ordering telecommunications services from approved sources only. Limitations of authority for ordering are specified both on this form and in the Federal Acquisition Regulations and the Department of Homeland Security Acquisition Regulations (DAM, Part 1, Chapter 1, Page 2). In some cases, a DAR may be designated to provide services for more than one operating unit or bureau.

When completed, this form should be forwarded to: Gloria Sullivan, Office of Telecommunications Management, U.S. Department of Homeland Security, TBD. E-Mail to: [TBD](#) or FAX: TBD

A.	DAR's First Name _____ M.I. _____ Last Name _____	THIS ACTION IS: New Designation <u>XXX</u> Status Change _____ Delete _____
	DAR's Title _____	
B.	DAR's Supervisor (if different from Authorizing Official) _____	
	First Name _____ M.I. _____ Last Name _____	
	DAR's Supervisor's Title and Address _____	
	DAR's Supervisor's Address _____	

C.	DAR's Organization _____ Agency/Bur. Code _____	
D.	DAR's Phone Number _____ FAX Number _____	
	DHS/Bureau E-Mail Address _____ Internet E-Mail Address (if different) _____	
	Mailing Address: _____	
	Street _____	
	City _____ State _____ Zip Code _____	
E.	Organization(s) Represented by DAR	
	Organization Name _____ Organization Code _____ Organization Name _____ Organization Code _____	
	_____/_____/_____/_____	
	DAR's Signature _____ Date _____	

Order Authority Level for which DAR is nominated: a. \$25,000 ___ b. \$100,000 ___ c. \$500,000 ___

Signature of Bureau Nominating Official _____ Title _____ Date _____

Name of Bureau Nominating Official (Print) _____ Title _____

 The nominee above is authorized as a Designated Agency Representative (DAR) with the authority to place orders with the value not to exceed that specified below.

DAR must meet the general qualification standards outlined in the Commerce Function Requirements DHS document. Nominee prior to designation must complete specific DAR training. In addition, within 3 months of initial designation, DAR must receive COTR training. Within 6 months of designation, DAR must complete a DHS-specified course in basic contracting. COTR or basic contracting courses completed within the past 2 years prior to designation may be substituted for this training at the discretion of the COTR.

Approved: _____ Date _____ Date _____
 COTR _____ C/O, Acquisition Services _____

DAR Training Date: _____ COTR Training Date: _____ Contracting Training Date: _____

TRAINING COURSES FOR DHS DAR PROGRAM:

Three training courses are required for each Designated Agency Representative (DAR). These are:

DAR Training;
COTR Training, and;
Simplified Acquisition.

The FTS2001 vendor, Sprint, provides DAR training. COTR training may be taken from many sources, but must be a 40-hour course. Simplified Acquisition may also be taken from many sources, but must include the following topics: Contract Administration, Past Performance, and Delivery Order Procedures.

The following course list shows some of the sources for the training. The cost for training courses is the responsibility of the Bureau or operating unit.

**Designated Agency Representative (DAR)
For Telecommunications Services
Function Requirements**

SCOPE AND DESCRIPTION OF DAR FUNCTION

The Department of Homeland Security awarded Delivery Order number TBD under the GSA FTS2001 Contract number GS00T99NRD2002 to Sprint for its department-wide telecommunications needs. The delivery order, awarded on an indefinite delivery / indefinite quantity basis, provides a simplified method of ordering telecommunications services. Individuals authorized to place service orders are referred to as Designated Agency Representatives (DARs).

A DAR must receive delegated procurement authority by the Director of Acquisition Services, Office of Acquisition Management in accordance with the Department's Contracting Officer Warrant Program which is contained in Part 1 of the Commerce Acquisition Manual (CAM). The Designated Agency Representative is responsible for reviewing and approving requests for services, as well as ordering, inspecting, and accepting services acquired under Delivery Order TBD. The delegated authority may be amended to allow for ordering authority under other contractual vehicles, as may be deemed appropriate. Other possible service contracts may include the Metropolitan Area Access (MAA) contracts or the Washington Interagency Telecommunications Service (WITS).

Each DAR, though programmatically subject to normal chain of command within each operating unit, is subject to guidance and oversight from the COTR, ACOTR and Contracting Officer for purposes of acquisition. The DAR, the COTR and the ACOTR functions should become a stipulated performance element for each employee performing these functions. Except under unusual circumstances, the COTR and ACOTR have no responsibility for actually placing orders. The DAR is expected to play a meaningful role in the planning and development of requirements, providing primary liaison function with the FTS2001 vendor. In this role, the DAR may be involved in facilitating meaningful interaction with the vendor, including setting up meetings, exploring possible technical options, etc. Generally the DAR should be involved in the process prior to finalization of requirements. In all cases, the DAR is responsible for actual placement and management of orders.

A. POSITION GRADING AND TRAINING

No single, specific classification series or grade level is required for this position. All DARs, however, must have at least the level of qualifications outlined in this DHS document.

This function requires both specific and varied experience and training in the field of telecommunications and telecommunications management. It also requires the

following specific course work prior to receiving authorization to order services or to receiving a warrant for commitment of Government funds.

Designated Agency Training as provided by the General Services Administration (GSA) and by the Department of Homeland Security (DHS)

2. Contracting Officer's Technical Representative (COTR) Training
3. Basic Contracting

A DAR nominee prior to designation must complete specific DAR training. In addition, within 6 months of initial designation, a DAR must receive COTR training and within 12 months of designation, a DAR must complete a DHS-specified course in basic contracting. COTR or basic contracting courses completed within the 2 years prior to designation may be substituted for this training at the discretion of the COTR. The initial DAR designation, level A, carries a warrant sufficient to allow a DAR to acquire up to \$25,000 of service per order. Upon completion of COTR training, the DAR may be granted a warrant of \$100,000 per order and upon completion of Basic Contracting the DAR may be granted a warrant of \$250,000 per order.

B. KNOWLEDGE, SKILLS AND QUALIFICATIONS REQUIRED BY THE FUNCTION

The Designated Agency Representative (DAR) is a function within Telecommunications Management and Acquisition. Typically a DAR is a technical specialist or analyst who works in a position that involves: 1) technical and analytical work in the planning, development, acquisition, testing, integration, installation, utilization, or modification of telecommunications systems, facilities, services, and procedures; 2) work in the planning, implementation, or program management of telecommunications programs, systems, and services; or, 3) functional responsibility for communications operations, planning or recommending changes.

DARs apply practical knowledge of commonly applied telecommunications and acquisition principles, concepts, and methodologies in performing review or analysis of telecommunications service requests, evaluating adequacy and appropriateness of requested services, consulting with requester, COTR or Contracting Officer, as needed, and with other appropriate persons. Work is generally independent involving both small and large projects, with responsibility for ordering, ensuring funding, tracking of order activity, ensuring timely provisioning and providing inventory management for services under specified contract(s).

DARs should have skill in weighing the impact of variables such as cost, variations in electronic and other equipment and service characteristics for compatibility or interoperability, equipment availability, and the kinds of communications required and available under the pertinent contract(s). DARs should have knowledge of standardized telecommunications equipment, services, and processes or established variations, allowing review of contractual relationships for equipment and services, network requirements, compatibility with established systems, optimization of services, security and other requirements.

For some DARs, this includes knowledge of operating characteristics and interoperability requirements for a variety of specialized communications systems such as office automation networks, satellite and video telecommunications, and digital networks.

DARs must also have a thorough basic understanding of acquisitions principles, requirements and regulation within the Federal government and within the Department of DHS. Because DARs function as ACOTRs, specific COTR and basic acquisitions training is required for this function.

C. GUIDELINES

Guidelines available and regularly used in the work are in the form of Federal Acquisition Regulations (FAR), Federal government telecommunications policy (resident within the FAR), agency policies and implementing directives, DHS Acquisition Manuals (DAM), handbooks, or locally developed supplements, as appropriate.

REMAINING AREAS:

Communications Security (COMSEC)
DTS
DMS
ERLink (emergency response link)
GETS
NCC for Telecommunications
NS/EP
Overseas Secure Comm.
TSP
Red Link Phone
Comm. Center

Appendix D

Video and Multimedia Products

(§1194.24)

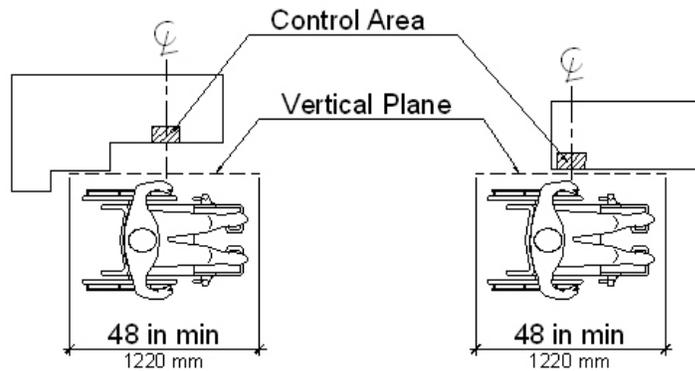
- A. All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. Widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.
- B. Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.
- C. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.
- D. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.
- E. Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

Appendix E

Self Contained, Closed Products (§1194.25)

- A. Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.
- B. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.
- C. Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- D. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- E. When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.
- F. When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.
- G. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- H. When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.
- I. Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- J. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:
 - 1. The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see [Figure](#)

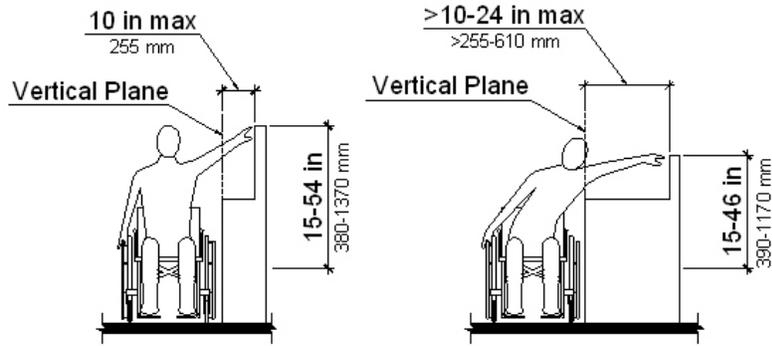
- 1).
2. Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.
3. Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.
4. Operable controls shall not be more than 24 inches behind the reference plane (see [Figure 2](#)).



Vertical Plane Relative to the Operable Control

Figure 1

Figure one above illustrates two bird's-eye views of the Vertical Plane Relative to Operative Control. In both views, the vertical plane is centered on the control area. In the first view, the vertical plane is set back from the control area by a protrusion on the device. In the second view, there are no protrusions on the device and the vertical plane is right up against the control area



Height of Operable Control Relative to the Vertical Plane

Figure 2

Figure two above illustrates two front views of Height of Operative Control Relative to a Vertical Plane. The first view illustrates a reach of no more than 10 inches deep with the control area between 15 and 54 inches. The second view illustrates a reach greater than 10 inches but not more than 24 inches deep with the control area between 15 and 46 inches.

Appendix F

Desktop and Portable Computers (§1194.26)

- A. All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).
- B. If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- C. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- D. Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

Appendix G

Functional Performance Criteria

(§1194.31)

- A. At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.

- B. At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.

- C. At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.

- D. Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.

- E. At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.

- F. At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

Appendix H

Information, Documentation and Support

(§1194.41)

- A. Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

- B. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

- C. Support services for products shall accommodate the communication needs of end-users with disabilities.