Request for Proposal
on
Independent Assessment Services for
Digital Accessibility Recognition Scheme 2026-2027

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1. Summary

HKIRC is looking for an IT firm ("the Contractor") to provide independent accessibility level assessment service on websites and mobile apps.

The Contractor selected by HKIRC will be the main Contractor responsible to conduct assessment on website and mobile app of the entrants according to the criteria of respective awards under the framework of the "Digital Accessibility Recognition Scheme" (DARS) 2026-2027. The Contractor will be responsible to suggest the award and recognition for the scheme entrants to HKIRC for confirmation and endorsement.

The Contractor shall conduct their assessment independently with no influence on the process by staff and directors. This arrangement will ensure high creditability of the assessment reports. In the case of conflict of interest, (e.g. the entrant being a client of the Contractor), it is the responsibility of Contractor to declare. HKIRC will then assign a third-party to assess the respective entrants. To ensure the credibility of the assessment, HKIRC has the right to commission a 3rd party to check a random sample of the assessment results.

The scope of service is detailed in section 4 of this document.

Parties interested in providing this service shall submit **Expression of Interest (EOI) by 25 August 2025.** For those who have submitted EOI, they should **submit proposal** (see Appendix D) to the HKIRC no later than **5:30pm on 30 September 2025.**

The Contractor should submit Expression of Interest by email to HKIRC contacts (refer to Appendix D - HKIRC Proposal Requirements, electronic copy). The Contractor must provide their information as required in the proposal cover page (Appendix D, 1.3 Cover Page).

2. Definitions

The following terms are defined as in this section unless otherwise specified.

“DARS” means the Digital Accessibility Recognition Scheme. The number following the abbreviation refers to the calendar year that the scheme is being held.

“DARS” means the Digital Accessibility Recognition Scheme. The number following the abbreviation refers to the calendar year that the scheme is being held.

“HKIRC” means Hong Kong Internet Registration Corporation Limited.

“Advisor Committee” means the committee established by the HKIRC through invitation. The purpose of the Advisory Committee is to provide advice to HKIRC on the implementation, invitation and assessment mechanism, judging criteria, accreditations, rules and regulations of “DARS 2026-2027”.

“The Contractor” means the company providing the Services.

“The Entrant(s)” means an enterprise or organisation which submitted a successful application to enter the “DARS 2026-2027”. The application has to be accepted by the Organiser as a valid application.

“Past Awardee(s)” means the Entrant(s) that had attained Gold, Silver Awards in the last round of the Scheme (Digital Accessibility Recognition Scheme 2024-25).

“New Entrants” refers to the Entrant(s) that enrolled into the Scheme which had not attained any Awards in the last round of the Scheme “DARS 2024-2025”.

“The Services” means the assessment services with requirements stipulated in Section 4 of this document.

“The Tenderer” means the company submitting the tender for the services.

“RFP” means this Request for Proposal.

3. Background

3.1. About HKIRC

Hong Kong Internet Registration Corporation Limited (HKIRC) is a not-for-profit and non-statutory corporation designated by the HKSAR Government to administer the registration of Internet domain names under .hk and .香港 country-code top level domains. HKIRC provides registration servicesthrough its registrars for domain names ending with .com.hk, .org.hk, .gov.hk, .edu.hk, .net.hk, .idv.hk, 公司.香港, .組織.香港, .政府.香港, .教育.香港, .網絡.香港, .個人.香港, .hk and .香港.

HKIRC endeavors to be:

- Cost-conscious but not profit-orientated
- Customer-orientated
- Non-discriminatory
- Efficient and effective
- Proactive and forward-looking

More information about HKIRC can be found at https://www.hkirc.hk/.

HKIRC and HKDNR are listed as public bodies under the Prevention of Bribery Ordinance (Cap 201).

3.2. About Digital Accessibility Recognition Scheme 2026-2027 ("DARS 2026-2027")

The new round of the "Digital Accessibility Recognition Scheme" 2026-2027 is organised by Hong KongInternet Registration Corporation Limited (HKIRC). The scheme is co-organised by the Digital Policy Office (DPO) while the Equal Opportunities Commission (EOC)serves as the independent advisor.

Please visit https://www.digital-accessibility.hk/ for the application and award details of the scheme.

4. The Required Services

4.1. Project Requirements

4.1.1 Current Environment Description

Entrants are eligible to enter the Website Stream and Mobile App Stream of the Scheme with 12 award and recognition categories. The Web Developer of Entrant is eligible to 2 award and recognition categories.

Website Stream	
Triple Gold Award	Attained Gold Award of the Scheme for 3 consecutive scheme (Web Accessibility Recognition Scheme and Digital Accessibility Recognition Scheme) in years 2020, 2022 and 2024.
Gold Award	Meet 27 judging criteria for website to provide better web accessibility features (please refer to the judging criteria in Annex 1).
Silver Award	Meet 17 judging criteria for website to provide basic accessibility features (please refer to the judging criteria in Annex 1).
Bronze Award	Meet 10 judging criteria for website to provide basic accessibility features (please refer to the judging criteria in Annex 1).
Friendly Website	Meet 4 criteria for website and pledge to provide accessibility features (please refer to the judging criteria in Annex 1).
Elderly-friendly Award	Meet 13 judging criteria for website to provide accessibility features (please refer to the judging criteria in Annex 1).
Mobile App Stream	
Triple Gold Award	Attained Gold Award of the Scheme for 3 consecutive scheme (Web Accessibility Recognition Scheme and Digital Accessibility Recognition Scheme) in years 2020, 2022 and 2024.
Gold Award	Meet 23 judging criteria for mobile app to provide better accessibility features (please refer to the judging criteria in Annex 1).
Silver Award	Meet 19 judging criteria for mobile app to provide basic accessibility features (please refer to the judging criteria in Annex 1).
Bronze Award	Meet 10 judging criteria for mobile app to provide basic accessibility features (please refer to the judging criteria in Annex 1).
Friendly Mobile App	Meet 4 criteria for mobile app and pledge to provide accessibility features (please refer to the judging criteria in Annex 1)

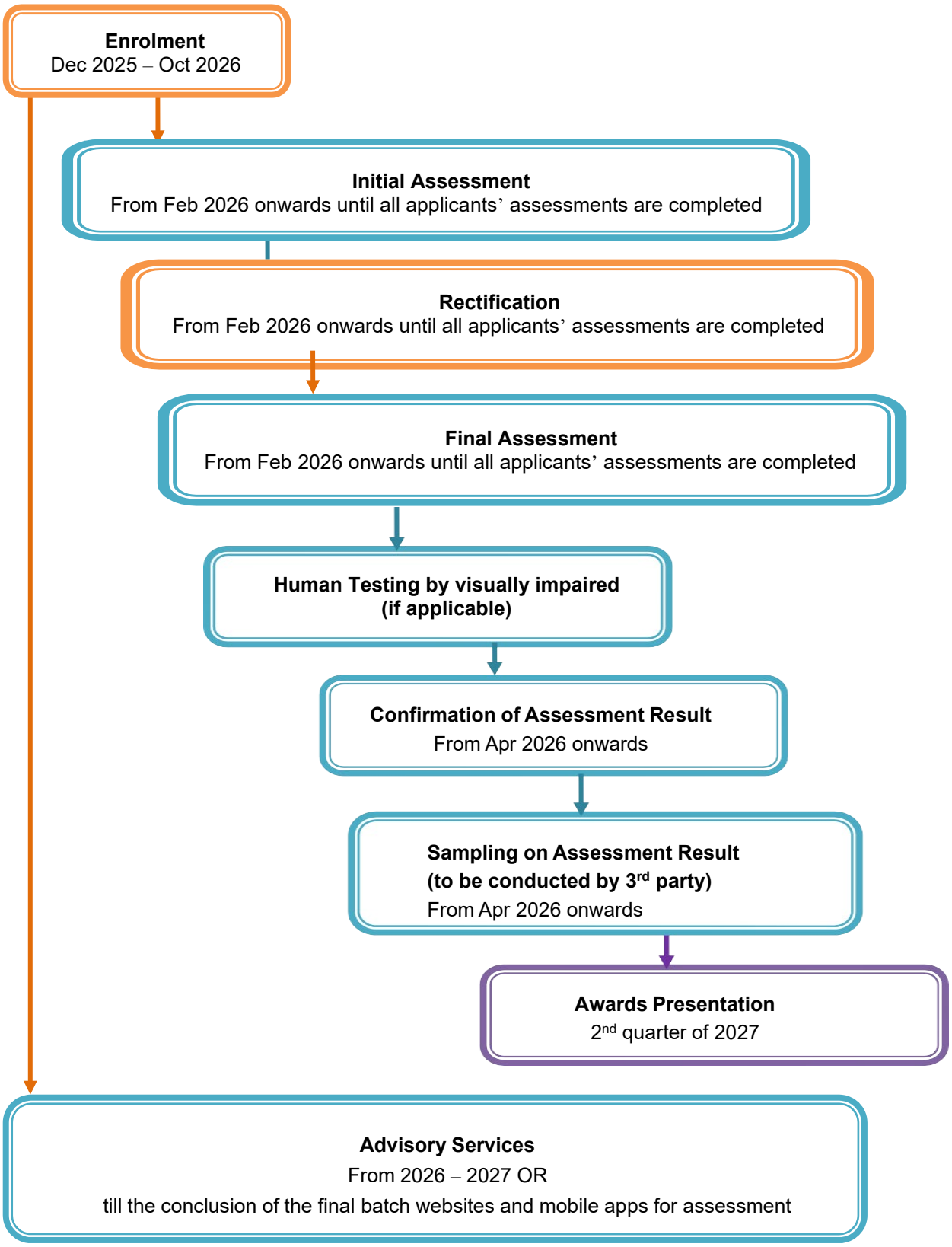
Elderly-friendly Award	Meet 14 judging criteria for mobile app to provide accessibility features (please refer to the judging criteria in Annex 1).

Designer Award

1. Recognised Designer
2. Designer Award

Please visit https://www.digital-accessibility.hk/ for the application and award details of the scheme.

The high-level process flow of the Scheme is as follows:



Enrolment

a. All local enterprises and organisations may enter into the Website Stream and/or the Mobile App Stream of the Scheme by applying with required documents as mentioned in the Application Guide on the Scheme website.

Initial Assessment

b. After the applications are received by the HKIRC, HKIRC shall pass the eligible cases to the Contractor.

c. The Contractor shall notify the Entrants on the scheduled assessment date. The Contractor will then conduct assessment on the websites/mobile apps submitted by the Entrants against the judging criteria of the corresponding stream.

d. As instructed by HKIRC, the Contractor shall directly email the initial assessment report to the Entrants to show the level of conformance of their websites/mobile apps against the judging criteria.

e. If no non-conformances were identified in the initial assessment, the assessed website/mobile app will directly be passed to the human testing stage, skipping the final assessment.

Rectification

f. The Entrants shall make the necessary changes in their websites/mobile apps to ensure all non-conformances against the judging criteria have been rectified before the start of the final assessment period.

Final Assessment

g. Entrants submit their websites/mobile apps for final assessment by the Contractor after rectification.

h. The Contractor shall directly email the final assessment report to HKIRC for confirmation. If no non-conformances were identified in the assessment, the assessed website/mobile app will be passed to the human testing stage.

Human Testing

i. For Elderly-Friendly, Bronze, Silver and Gold (including Triple Gold) awards, the website/mobile app will then be tested by elderly person or person with visual impairment, assessment by the HKIRC after rectification. Recommendation for accreditation will be based on the result of each submitted website/mobile app.

Confirmation of Assessment Result

j. Upon HKIRC receiving the assessment result and human testing result from the Contractor, HKIRC shall make recommendations for accreditation based on the results of each submitted website/mobile app. Awards are granted according to the endorsed assessment result.

Sampling on Assessment Result by the Organiser or 3rd party

k. A percentage of the assessment result will be re-checked by the Organiser or a 3rd party designated by HKIRC.This is to ensure the quality of work of the Contractor.

Advisory Services

l. During the implementation of the Scheme, the Contractor should provide advisory services on websites/mobile apps to the enrolled enterprises and organisations so that they can make necessary modifications on their websites/mobile apps in order to fulfill the accessibility requirements.

m. Regular technical workshops are conducted to help Entrants understand the judging criteria as well as implementation techniques for rectifications in order to meet the judging criteria.

Awards Presentation

n. All awards are presented to the awardees in the presentation ceremony of the Scheme, which is tentatively held in Q2 2027.

4.1.2 Project Management Requirements

The Contractor is expected to be responsible for the project management of the work assignment. The Contractor must assign a project manager who is responsible to develop the project plan, assign project tasks and quality related tasks, implementation of the plan and ensure the overall quality of the project. The duties of project management service shall include the following:

a. Assist HKIRC in coordinating the Entrants of the Scheme to ensure the smooth implementation of the work assignment, especially on the assessment arrangement.
b. Response to the queries and requests by HKIRC and entrants regarding the assessment matters aroused in the Scheme.
c. Oversee and monitor the progress of the responsible activities to ensure that they are completed according to the agreed implementation schedule and requirements specified in this work assignment.

d. Attend progress review meetings on request basis to report progress, project issues, suggesting solutions, forward plan and any other agenda items requested by the HKIRC.
e. Provide a summary table on assessment progress and call log for advisory services if required;
f. Present the assessment result in the Advisory Committee meeting or any internal meetings for stakeholders' endorsement.
g. Ensure timely completion of assessment services and facilitate the Organiser to carry awards presentation ceremony according to the schedule.

4.1.3 Service Requirements

The Contractor shall assume responsibility in provision of the services related to the following process of the Scheme.

In addition to the requested items, the Contractor can add or counter propose any tasks that they deem as necessary for completeness and effectiveness. Please present these as separated items for our consideration.

The Contractor shall also be expected to propose a detailed schedule, which includes **an end date as on 31 December 2026** which is subjected to change depending on the progress of the project. If the aforementioned date is unachievable, please advise the earliest estimated completion date in finishing all assessments.

Devise service delivery framework, procedure and workflow

a. Devise framework, procedures and workflow for delivering the services required.
b. Devise framework and procedures for assessing website and mobile app (against judging criteria for Gold Award, Silver Award, Bronze Award, Friendly Website/ Mobile App Recognition and Elderly-friendly Award as specified in Annex 1 – Judging Criteria, as well as to propose suitable software tools for the assessment services.
c. Assessment on websites should be conducted by using code scanning software (e.g. Achecker, Wave, Total Validator Tools), visual review tools (e.g. Web Developer (Firefox plugin), Colour Contrast Checker (e.g. Colour Contrast Checker), PDF accessibility checker (e.g. Adobe Acrobat Pro DC, PDF Accessibility Checker 2) and manual testing with 2 different screen reader software (e.g. Jaws, VoiceOver, Windows Light, NVDA).
d. Test each website with the latest versions of Chrome or Microsoft Edge.
e. Assessment on mobile apps must be conducted by using visual review tools (e.g. Colour Contrast Checker) and manual testing with screen readers on mobile devices (e.g. VoiceOver for iOS platform, Talkback/Voice Assistant for Android platform).
f. Test each mobile app with the latest versions of iOS, Android and HarmonyOS.

g. Provide all necessary equipment, assessment and software tools (to be agreed and approved by HKIRC) and human resources for the services, including the human testing services by persons with disabilities with experience in assessing the accessibility of websites and mobile apps.

Enrollment

h. Follow up with the Entrants including the Past Awardees and the New Entrants for readiness for assessing the enrolled websites and mobile apps

i. The applications will be passed to the Contractor for consolidation and vetting. Consolidation involves preparing an Excel summary of all application details, while vetting includes verifying that the submitted form matches the original template—ensuring no unauthorized changes have been made—and checking the validity of the declared URLs as well as the appropriateness of the stated scope of assessments.

j. Entrants may submit queries regarding the Scheme, including application procedures, technical issues such as the assessment report, and requests for advice or guidance on improving the accessibility of their websites and mobile apps. The Contractor is responsible for responding to these queries, which may be received via email or telephone. Technical advice and practical solutions must be provided to assist entrants in meeting the Scheme's assessment criteria. For this purpose, HKIRC will set up a dedicated email account for the Contractor.

Initial Assessments

For Gold, Silver, Bronze and Elderly-friendly Award Entrants (New entrants)

k. Conduct an initial assessment covering the three core business areas of the websites or mobile apps nominated by the New Entrants or other key areas suggested by HKIRC against the judging criteria in **Annex 1- Judging Criteria and Annex 1.1 – WCAG2.2 six success criteria. Kindly take note that Annex 1.1 – The WCAG 2.2 success criteria are not part of the judging criteria for the Scheme and will not affect recognition.**

   - Please propose the pricing for assessing **40 pages.**

l. Software tools, visual review and manual testing with screen readers and other testing techniques will be used according to the proposed assessment framework/procedure approved by HKIRC.

m. Prepare initial assessment report for each enrolled website or mobile app of the New Entrants according to **Annex 2- Assessment Report Template – Gold, Silver, Bronze.**

n. Send the assessment report to the Entrants and notify HKIRC.

For Gold, Silver, Bronze and Elderly-friendly Award Entrants (Past Awardee of Digital Accessibility Recognition Scheme 2024-2025)

o. Conduct initial assessment covering the pages that changes were declared and on three core business areas of the websites or mobile apps nominated by the Past Awardees or other key areas

suggested by HKIRC against the judging criteria in **Annex 1- Judging Criteria and Annex 1.1 – WCAG2.2 success criteria .** using software tools, visual review and manual testing with screen readers and other testing techniques accordingto the proposed assessment framework/procedure approved by HKIRC. **Kindly take note that Annex 1.1 – The WCAG 2.2 six success criteria are not part of the judging criteria for the Scheme and will not affect recognition.**

- In the proposal, please provide the price for **15 pages.**

p. Software tools, visual review and manual testing with screen readers and other testing techniques will be used according to the proposed assessment framework/procedure approved by HKIRC.

q. Prepare an initial assessment report for each enrolled website or mobile app of the New Entrants according to **Annex 2- Assessment Report Template – Gold, Silver**. The samples illustratedin the assessment report should only cover the checked area. In case of non-conformance, the Contractor should stress that the non-conformances are only samples and remind the entrant to conduct a full checking by themselves prior to next reassessment.

r. Send the assessment report to the Entrants and notify HKIRC.

For Friendly Website / Mobile App Recognition Entrants

s. Conduct initial assessment covering the pages with "essential content" or "essential information" [which refers to the information regarded as necessary and highly important for a person with or without disability to understand the services or the products of the organisation (such as company background, scope of services, address) and contact information.], three core business areas of the websites or mobile apps nominated by the New Entrants or other key areas suggested by HKIRC against the 4 judging criteria in **Annex 1- Judging Criteria and Annex 1.1 – WCAG2.2 six success criteria . Kindly take note that Annex 1.1 – The WCAG 2.2 success criteria are not part of the judging criteria for the Scheme and will not affect recognition.**

- Please propose the pricing for assessing **10 pages.**

t. Software tools, visual review and manual testing with screen readers and other testing techniques will be used according to the proposed assessment framework/procedure approved by HKIRC.

u. Prepare initial assessment report for each enrolled website or mobile app of the New Entrants according to **Annex 2- Assessment Report Template – Friendly Website / Mobile App Recognition.**

v. Send the assessment report to the Entrants and notify HKIRC.

Final Assessments

For Gold, Silver, Bronze and Elderly-friendly Award Entrants (New entrants)

w. Check progress of rectification of the Entrants.

x. Provide technical advice and recommendations for rectification to the Entrants.

y. Provide sample code to demonstrate how to rectify the non-conforming items to the Entrants upon their request.

z. Conduct re-assessment on non-conforming items as identified during initial assessment.

aa. Provide rechecking results to HKIRC by emails

bb. Prepare final assessment report to the HKIRC according to **Annex 2 – Assessment Report Template.**

For Gold, Silver, Bronze and Elderly-friendly Award Entrants (Past Awardee of Digital Accessibility Recognition Scheme 2024-2025)

cc. Check progress of rectification of the Entrants.

dd. Give technical advice and recommendation for rectification to the Entrants.

ee. Provide sample code to demonstrate how to rectify the non-conforming items to the Entrants upon their request.

ff. Conduct re-assessment on non-conforming items as identified during initial assessment.

gg. Provide rechecking results to HKIRC by emails.

hh. Prepare final assessment report to the HKIRC according to **Annex 2 – Assessment Report Template.**

For Friendly Website / Mobile App Recognition Entrants

ii. Check progress of rectification of the Entrants.

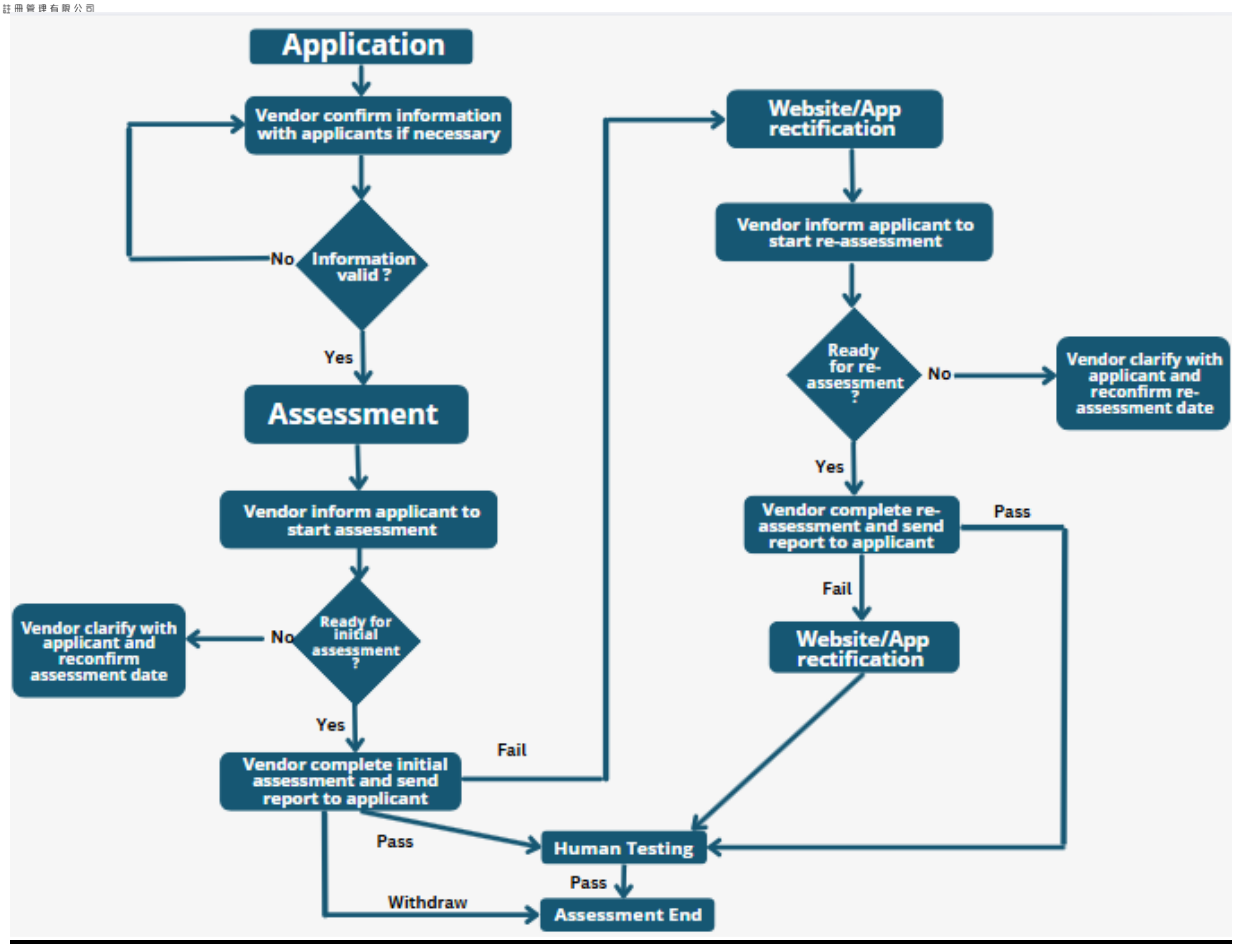
jj. Give technical advices and recommendations for rectification to the Entrants.

kk. Provide sample code to demonstrate how to rectify the non-conforming items to the Entrants upon their request.

ll. Conduct re-assessment on non-conforming items as identified during initial assessment.

mm. Provide rechecking results to HKIRC by emails and to the Entrants after receiving consent from HKIRC.

nn. Prepare final assessment report to the HKIRC according to **Annex 2 – Assessment Report Template.**



Summary on Assessment Requirements

	Website Stream & Mobile App Stream
Gold, Silver, Bronze and Elderly-friendly Award Entrants (New Entrants)	Full assessment – 40 pages
Gold, Silver, Bronze and Elderly-friendly Award Entrants (Past Awardees)	Simple assessment – 15 pages
Friendly Website/Mobile App	4 Criteria assessment – 10 pages

Human Testing

oo. The Contractor should arrange the websites and mobile apps that passed Elderly-friendly, Bronze, Silver or Gold criteria to be viewed by an elderly person and/or a person with visual impairment. This acts as an user testing procedure.

- Considering that an Entrant may skip to this stage if no non-conformances wereidentified in the initial assessment stage, please have the human testing service cost listed separately from the final assessment stage.

pp. The person with visual impairment shall go through the assessed pages and advise the Contractor on any problems that he/she encounters. The Contractor should then notify HKIRC if there is any issues.

Summary on Human Testing

	Website Stream & Mobile App Stream
Gold, Silver & Bronze Award Entrants (New Entrants)	40 pages
Gold, Silver & Bronze Award Entrants (Past Awardees)	15 pages
Friendly Website/Mobile App	10 pages
Elderly-friendly Award Entrants	40 pages

Confirmation of Assessment Result

qq. Seek HKIRC's agreement on the assessment reports and the results.

rr. Prepare an executive report with recommendation of the final assessment results, list of awardees, their attainment levels (Gold, Silver, Bronze, Friendly Website/ Mobile App, Elderly-friendly Award) and the justifications, and the list of Entrants not awarded with justifications.

ss. Prepare an assessment summary report to summarise the non-conformances found in the enrolled websites and mobile apps with technical solutions for each type of non-conformance.

Advisory Services

tt. Provide advisory services through hotline and email to the Entrants on enquiry related to web / mobile app accessibility of the enrolled websites and mobile apps including but not limited to assessment result and technical advice for rectification from project commencement until closure.

uu. Organise **8 sessions (4 for website stream & 4 for mobile app stream)** technical workshops for the Entrants or potential entrants before 2026. The workshop of website stream session and mobile app stream session can be held on the same day.

vv. Provide hotline to support Advisory Services according to the service level as stipulated within office hours.

Day	Prime Hours
Monday to Friday except public holidays	9:00 to 18:00 (Service remains during lunch breaks)

4.1.4 Expected Workload Requirements

The Contractor shall provide assessment services for at least 500 websites and mobile apps, with flexibility to scale up the service to 650 websites and mobile apps in total upon the request of HKIRC. Same mobile app on iOS, Android and HarmonyOS mobile platforms will be counted as 3 entries in the Mobile App Stream. The actual number of website and mobile app entries for assessment services is subject to confirmation by HKIRC by 31 October 2026, which is the final application deadline for the scheme. Please note that HKIRC expects all assessments to be completed by **April 2027.** Please advise on the actual time frame.

Service Scope	Estimated number of entries	
	Minimum	**Maximum**
Assessment for the Gold, Silver and Bronze Award Entrants (New Entrants)	30	70
Assessment for the Gold & Silver Award Entrants (Past Awardees)	430	450
Assessment for the Friendly Website/Mobile App	20	30
Assessment for the Elderly-Friendly Award Entrance	20	100
Total:	**500**	**650**

*The above-mentioned number is only an estimation and **amount of payment chargeable shall be calculated based on the actual man-effort on the number of cases assessed**.

To avoid conflict of interest and maintain the integrity of assessment result, the Contractor should expect that the applications from their clients shall be assessed by a third party.

4.1.5 Service Level Requirements

The Contractor shall meet the following service requirements:

a. Assessment Services

Task	Service Level
- Conduct assessment for the Entrants	★ If an entrant does not respond to a confirmation of assessment or other assessment-related issues, follow up with the entrant via email within 3 working days. ★ Complete initial assessment and issue initial assessment report by email within 14 working days after receipt of completed application batch from HKIRC. ★ Complete final assessment and issue final assessment result by email within 14 working days after confirmation of readiness for final assessment by the Entrant. ★ Complete human testing within 14 working days after the satisfactory final assessment result as advised by HKIRC

b. Advisory Services

Task	Service Level
- Provide a single point of contact, via hotline or email, to support advisory services andenquiry	★ Telephone calls made to the hotline within the prime hours shall be answered within 30 seconds for 90% of the enquiries. ★ Provide initial response to all the enquiries made via hotline or email within 3 working days. ★ Provide a resolution or follow-up plan for all the enquiries made via hotline or email within 5 working days. ★ Please reserve **650** enquiry tickets on technical advice. A ticket refers to an enquiry through phone call or email.
- Log, monitor and report on progress of all advisories services and enquiry	★ Provide records of advisory services and enquiry to HKIRC on a once-a-week basis and upon request.

The Contractor and HKIRC may adjust the service levels of assessment and advisory services on mutually agreed basis in exception circumstances.

c. Project Management

Task Description	Service Measures
- Provide Application summary	★ Provide a summary table for application once aweek or upon request.
- Report assessment progress	★ Provide a summary table on assessment progress once a week or upon request.
- Report progress regularly	★ Provide project highlight report on a monthly basis or uponrequest by HKIRC.
- Prepare presentation materials for meeting	★ Provide the presentation materials at least 3 working days before the meeting.
- Prepare meeting minutes	★ Provide the meeting minutes within 10 working days after the meeting.

4.2. Professional Requirements

4.2.1 Contract staff members

The Contractor is required to include in the proposal that the staff resources to conduct the project. The number of staff, such as the number of full-time staff, part-time staff, and their composition for implementing the project, shall be clearly specified in the proposal. After the proposal is accepted by the HKIRC, the Contractor shall not be entitled to any additional charge or charges for extra staff in fully carrying out the duties and obligations of this project.

Staff members of the Contractor working for this project shall possess proven abilities and experiences in web/mobile app technology and web accessibility related activities as well as other relevant disciplines, including but not limited to:

- projects related to web accessibility with conformance to Web Content Accessibility Guidelines (WCAG); and
- experience related to mobile app accessibility; and
- possess the experience or skills in providing advisory services on websites and mobile apps including but not limited to program coding, debugging and testing.

4.2.2 Recommended Project team composition

The composition of the Contractor's project team should include the following team members at different stages of the work assignment:

Ref. Code	Staff Specialty / Role
PM	Manager
TL1	Testing Lead (Website)
TL2	Testing Lead (Mobile App)
T1	Tester (Website)
T2	Tester (Mobile App - Android)
T3	Tester (Mobile App - iOS)

a. **PM – Manager**

- must be an in-house staff of the Contractor; and
- responsible for the overall management of the project;

Recommended Skill Requirements

- have at least eight years of post-qualification IT experience.

b. **TL1 - Testing Lead (Website)**

- must be an in-house staff of the Contractor; and
- responsible for conducting web accessibility assessment and analysis, providing advisory services to the Entrants of the Scheme and overall support to the HKIRC; and producing documentations, etc.;

Recommended Skill Requirements

- have at least four years of post-qualification IT experience, with in-depth technical expertise;
- have at least two years of work experience in web accessibility assessment for websites that conform to at least Level AA standard of WCAG 2 or above;
- have at least two years of work experience in projects involving any one or a combination of HTML5, PHP, Java, CSS, JavaScript, XML;
- have at least two years of experience in using web accessibility validators/checkers on websites; and
- have at least two years of experience in using screen reader(s) on websites.

c. **TL2 - Testing Lead (Mobile App)**

- must be an in-house staff of the Contractor; and
- responsible for conducting mobile app accessibility assessment, analysis, providing advisory services to the Entrants of the Scheme and overall support to the HKIRC; and producing documentations, etc.;

Recommended Skill Requirements

- have at least four years of post-qualification IT experience, with in-depth technical expertise;
- have at least two years of work experience in web accessibility assessment for mobile app
- have at least two years of work experience in projects involving any one or a combination of HTML5, PHP, Java, CSS, JavaScript, XML;
- have at least two years of experience in using web accessibility validators/checkers on mobile devices; and
- have at least two years of experience in using screen reader(s) on mobile devices.

d. **T1 - Tester (Website)**

- responsible for assisting Testing Lead (Website) in conducting web accessibility assessment and analysis, providing advisory services to the Entrants of the Scheme and overall support to the HKIRC; and producing documentations, etc.; and
- providing hotline/helpdesk support to enquiries/advisory related to the Scheme or web accessibility issues, preparing of record of enquiries/advisory for follow-up by Testing Lead;

Recommended Skill Requirements

- at least two years of post-qualification IT experience, with in-depth technical expertise;
- at least one year of work experience in web accessibility assessment for websites that conform to WCAG 2 Level AA or above;
- have at least one year of work experience in projects involving any one or a combination of HTML5, PHP, Java, CSS, JavaScript, XML;
- at least six months of experience in using web accessibility validators/checkers; and
- at least six months of experience in using screen reader(s).

e. **T2 and T3- Tester (Mobile App – Android & iOS platforms)**

- responsible for assisting Testing Lead (Mobile App) in conducting mobile app accessibility assessment and analysis, providing advisory services to the Entrants of the Scheme and overall support to the HKIRC; and producing documentations, etc.; and
- providing hotline/helpdesk support to enquiries/advisory related to the Scheme or web accessibility issues, preparing of record of enquiries/advisory for follow-up by Testing Lead.

Recommended Skill Requirements

- at least two years of post-qualification IT experience, with in-depth technical expertise;
- at least one year of work experience in web accessibility assessment for mobile apps
- (For Tester on Android Platform) possess the experience or skills in providing advisory services on Android mobile apps including but not limited to program coding in Java, debugging and testing;
- (For Tester on iOS platform) possess the experience or skills in providing advisory services on iOS mobile apps including but not limited to program coding in Objective-C, debugging and testing;
- at least six months of experience in using screen reader(s) on mobile device(s).

4.3. Other Requirements

4.3.1 The Contractor shall follow HKIRC Information Security Policy and Guidelines set out by HKIRC on personal and co-operation data security.

4.3.2 Contractor's Information Security Policy is subject to HKIRC review if needed.

4.3.3 Random spot checks may be conducted on the completed assessment cases and the Contractor is expected to provide full support to HKIRC in the internal audit procedure.

5. Information Security

The company submitting the proposal ("the company") shall acknowledge and agree that, if the company is selected as the Contractor, it shall be bounded by our Non-Disclosure Agreement (NDA) and Information Security Policy (highlights of the policies are illustrated in Appendix A). The company shall also comply with the obligations under the Personal Data (Privacy) Ordinance and any other obligations in relation to personal data.

The company shall be provided with a set of NDA after HKIRC received the company's Expression-of-Interest before the stipulated time. The NDA shall be signed and returned to HKIRC before the scheduled deadline. **HKIRC will only consider proposals from companies which have signed the NDA.**

The proposal should be marked "RESTRICTED" at the centre-top of each page in black color. It must be encrypted if transmitted electronically.

Each proposal will be reviewed under the terms of non-disclosure by the HKIRC's staff and Board of Directors of HKIRC.

6. Anti-collusion

(1) The Tenderer shall not communicate to any person other than HKIRC the amount of any tender, adjust the amount of any tender by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process. Any breach of or non-compliance with this sub-clause by the Tenderer shall, without affecting the Tenderer's liability for such breach rules and laws or non-compliance, invalidate his tender.

(2) Sub-clause (1) of this Clause shall have no application to the Tenderer's communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants/sub-contractors to solicit their assistance in preparation of tender submission.

(3) The Tenderer shall submit to the HKIRC a duly signed warranty in the form set out in Appendix B to the effect that he understands and will abide by these clauses. The warranty shall be signed by a person authorized to sign the contract on the Tenderer's behalf.

(4) Any breach of any of the representations and/or warranties by the Tenderer may prejudice the Tenderer's future standing as a HKIRC's contractor.

7. Offering Advantages

(1) The Tenderer shall not, and shall procure that his employees, agents and sub-contractors shall not, offer an advantage as defined in the Prevention of Bribery Ordinance, (Cap 201) in connection with the tendering and execution of this contract.

(2) Failure to so procure or any act of offering advantage referred to in (1) above committed by the Tenderer or by an employee, agent or sub-contractor of the Tenderer shall, without affecting the Tenderer's liability for such failure and act, result in his tender being invalidated.

8. Ethical Commitment

8.1. Prevention of bribery

(A) The Contractor shall not, and shall procure that his directors, employees, agents and sub-contractors who are involved in this Contract shall not, except with permission of Hong Kong Internet Registration Corporation Limited (hereafter referred to as the Organisation) solicit or accept any advantage as defined in the Prevention of Bribery Ordinance (Cap 201) in relation to the business of the Organisation. The Contractor shall also caution his directors, employees, agents and sub-contractors against soliciting or accepting any excessive hospitality, entertainment or inducements which would impair their impartiality in relation to the business of the Organisation. The Contractor shall take all necessary measures (including by way of internal guidelines or contractual provisions where appropriate) to ensure that his directors, employees, agents and sub-contractors are aware of the aforesaid prohibition and will not, except with permission of the Organisation, solicit or accept any advantage, excessive hospitality, etc. in relation to the business of the Organisation.

(B) The Contractor shall not, and shall procure that his directors, employees, agents and sub-contractors who are involved in this Contract shall not, offer any advantage to any Board member or staff in relation to the business of the Organisation

8.2. Declaration of Interest

(C) The Contractor shall require his directors and employees to declare in writing to the Organisation any conflict or potential conflict between their personal/financial interests and their duties in connection with this Contract. In the event that such conflict or potential conflict is disclosed in a declaration, the Contractor shall forthwith take such reasonable measures as are necessary to mitigate as far as possible or remove the conflict or potential conflict so disclosed. The Contractor shall require his agents and sub-contractors to impose similar restriction on their directors and employees by way of a contractual provision.

(D) The Contractor shall prohibit his directors and employees who are involved in this Contract from engaging in any work or employment other than in the performance of this Contract, with or without remuneration, which could create or potentially give rise to a conflict between their personal/financial interests and their duties in connection with this Contract. The Contractor shall require his agents and sub-contractors to impose similar restriction on their directors and employees by way of a contractual provision.

(E)

(F) The Contractor shall take all necessary measures (including by way of internal guidelines or contractual provisions where appropriate) to ensure that his directors, employees, agents andsub-contractors who are involved in this Contract are aware of the provisions under the aforesaid sub-clauses (C) and (D).

8.3. Handling of confidential information

(G) The Contractor shall not use or divulge, except for the purpose of this Contract, any information provided by the Organisation in the Contract or in any subsequent correspondence or documentation, or any information obtained when conducting business under this Contract. Any disclosure to any person or agent or sub-contractor for the purpose of the Contract shall be in strict confidence and shall be on a "need to know" basis and extend only so far as may be necessary for the purpose of this Contract. The Contractor shall take all necessary measures (by way of internal guidelines or contractual provisions where appropriate) to ensure that information is not divulged for purposes other than that of this Contract by such person, agent or sub-contractor. The Contractor shall indemnify and keep indemnified the Organisation against all loss, liabilities, damages, costs, legal costs, professional and other expenses of any nature whatsoever the Organisation may suffer, sustain or incur, whether direct or consequential, arising out of or in connection with any breach of the aforesaid non-disclosure provision by the Contractor or his directors, employees, agents or sub-contractors.

8.4. Declaration of ethical commitment

(H) The Contractor shall submit a signed declaration in a form (see Appendix C) prescribed or approved by the Organisation to confirm compliance with the provisions in aforesaid sub-clauses (A), (B), (C), (D), (E) and (F) on prevention of bribery, declaration of interest and confidentiality. If the Contractor fails to submit the declaration as required, the Organisation shall be entitled to withhold payment until such declaration is submitted and the Contractor shall not be entitled to interest in that period. To demonstrate compliance with the aforesaid sub-clauses (A), (B), (C), (D), (E) and (F) on prevention of bribery, declaration of interest and handling of confidential information, the Contractor and the sub-contractors employed for the performance of duties under this Contract are required to deposit with the Organisation a copy of the internal guidelines issued to their staff.

9. Project Schedule

Project Schedule Tasks	To be completed by
1. Publish RFP	15 August 2025
2. Expression of Interest	25 August 2025
3. Sign the Warranty in Appendix B and the Declaration Form on the compliance with the ethical commitment requirements in Appendix C by all interested Tenderers	30 September 2025
4. Deadline for Contractors to submit proposal and quotation	30 September 2025
5. Selection of Contractor by panel	November
6. Sign service agreement and NDA with the appointed Contractor	December
7. Completion of assessments on the all scheme entrants	2nd Quarter of 2027

*HKIRC reserved the rights to adjust the schedule without prior notice

10. Payment Schedule

Interested Contractors shall provide the breakdown of the cost, in Hong Kong Dollars, of the whole service specified in the proposal. The Contractors should make certain that prices quote are accurate before submitting their proposal. Under no circumstances will HKIRC accept any request for adjustment on the grounds that a mistake has been made in the proposed prices. The payment schedule in Appendix D is recommended and payments shall be settled by installments.

11. Elements of a Strong Proposal

All submitted proposal must follow the format as stated in Appendix D - HKIRC Proposal Requirements.

12. Service Agreement Negotiation and Signature

The service agreement will be drawn up between the selected Contractor and HKIRC. HKIRC welcomes the Contractor's proposal on a suitable service agreement for the project/service.

The service agreement must be signed by both parties within one week from the project/service award date. If the agreement is not signed within the said period, HKIRC will start the negotiation with the next qualified Contractor on the selection list.

13. HKIRC Contacts

The service agreement will be drawn up between the selected Contractor and HKIRC. HKIRC welcomes the Contractor's proposal on the selection list.

The contact details of the key personnel involved with this RFP are as follows.
In the first instance please direct all questions via email to
marketing_g@hkirc.hk

Contact	
Hong Kong Internet Registration Corporation Limited Unit 501, Level 5, Core C, Cyberport 3, 100 Cyberport Road, Hong Kong +852 2319 2303 – telephone +852 2319 2626 – fax https://www.hkirc.hk	**Marketing and Communications Manager** **Charmisty Charm** +852 2319 3835

Appendix A – HKIRC Information Security Policy:

An Extract Relevant to Outsourcing

This document provides an extract of the HKIRC Information Security Policy (the "**Policy**") with the purposes of (a) introducing various measures and controls to be executed by HKIRC regarding outsourcing, and (b) setting the expectation of any potential contractors that their participation and conformance in these measures and controls are essential contractual obligations.

The original Policy applies to HKIRC's employees, contractors, and third-party users. However, a potential contractor may interpret the clauses up to their roles and responsibilities only. Nonetheless, the keyword "**Contractors**" hereby refer to all relevant staff of the contractor and of any other subcontractors under the contractor's purview.

Herein, HKIRC would also set the expectation of any potential contractors that upon their indication of interest to the project, they shall be required in the subsequent stages to sign off a non-disclosure agreement ("NDA") on all information to be provided.

7. HUMAN RESOURCES SECURITY

Security objective: To ensure that employees, contractors and third party users understand their responsibilities, and are suitable for the roles they are considered for, and to reduce the risk of theft, fraud or misuse of facilities.

7.1.1 Security roles and responsibilities of employees, contractors and third party users shall be defined and documented in accordance with the Organization's information security policy.

7.1.2 Background verification checks on all candidates for employment, contractors, and third party users shall be carried out in accordance with relevant laws, regulations and ethics, and proportional to the business requirements, the classification of the information to be accessed, and the perceived risks.

7.1.3 As part of their contractual obligation, employees, contractors and third party users shall agree and sign the terms and conditions of their employment contract, which shall state their and the Organization's responsibilities for information security.

7.2 DURING EMPLOYMENT

Security objective: To ensure that all employees, contractors and third party users are aware of information security threats and concerns, their responsibilities and liabilities, and are equipped to support organizational security policy in the course of their normal work, and to reduce the risk of human error.

7.2.1 Management shall require employees, contractors and third party users to apply security in accordance with established policies and procedures of the Organization.

7.2.2 All employees of the Organization and, where relevant, contractors and third party users shall receive appropriate awareness training and regular updates in organizational policies and procedures, as relevant for their job function.

7.3 TERMINATION AND CHANGE OF EMPLOYMENT

Security objective: To ensure that employees, contractors and third party users exit the Organization or change employment in an orderly manner.

7.3.2 All employees, contractors and third party users shall return all of the Organization's assets in their possession upon termination of their employment, contract or agreement.

7.3.3 The access rights of all employees, contractors and third party users to information and information processing facilities shall be removed upon termination of their employment, contract or agreement, or adjusted upon change.

14. SYSTEM ACQUISITION, DEVELOPMENT AND MAINTENANCE

14.2.7 The organization shall supervise and monitor the activity of outsourced system development.

16. INFORMATION SECURITY INCIDENT MANAGEMENT

16.1 MANAGEMENT OF INFORMATION SECURITY INCIDENTS AND IMPROVEMENTS

Security objective: To ensure a consistent and effective approach to the management of information security incidents, including communication on security events and weaknesses.

16.1.3 Employees and contractors using the Organization's information systems and services shall be required to note and report any observed or suspected information security weaknesses in systems or services.

*** END ***

Appendix B – Warranty

To: Hong Kong Internet Registration Corporation Limited (HKIRC)

Dear Sir/Madam,

Warranty

(1) By submitting a tender, the Tenderer represents and warrants that in relation to the tender of Independent Assessment Service on Digital Accessibility Recognition Scheme 2026-2027:

(i). it has not communicated and will not communicate to any person other than the HKIRC the amount of any tender price;
(ii). it has not fixed and will not fix the amount of any tender price by arrangement with any person;
(iii). it has not made and will not make any arrangement with any person as to whether it or that other person will or will not submit a tender; and
(iv). it has not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the tendering process.

(2) In the event that the Tenderer is in breach of any of the representations and/or warranties in Clause (1) above, the HKIRC shall be entitled to, without compensation to any person or liability on the part of the HKIRC:

(i). reject the tender;
(ii). if the HKIRC has accepted the tender, withdraw its acceptance of the tender; and
(iii). if the HKIRC has entered into the contract with the Tenderer, terminate the contract.

(3) The Tenderer shall indemnify and keep indemnified the HKIRC against all losses, damages, costs or expenses arising out of or in relation to any breach of any of the representations and/or warranties in Clause (1) above.

(4) Clause (1) shall have no application to the Tenderer's communications in strict confidence with its own insurers or brokers to obtain an insurance quotation for computation of the tender price, or with its professional advisers, and consultants or sub-contractors to solicit their assistance in preparation of tender submission. For the avoidance of doubt, the making of a bid by a bidder to the HKIRC in public during an auction will not by itself be regarded as a breach of the representation and warranty in Clause (1)(i) above.

(5) The rights of HKIRC under Clauses (2) to (4) above are in addition to and without prejudice to any other rights or remedies available to it against the Tenderer.

Authorized Signature & Company Chop:

Name of Person Authorized to Sign (in Block Letters):

Name of Tenderer in English (in Block Letters):

Date:

Appendix C – Declaration Form by Contractor on their compliance with the ethical commitment requirements

To: Hong Kong Internet Registration Corporation Limited (HKIRC) _____
Contract No.: _____
Title: _____
In accordance with the Ethical Commitment clauses in the Contract:
1) We confirm that we have complied with the following provisions and have ensured that our directors, employees, agents and sub-contractors are aware of the following provisions:

a) prohibiting our directors, employees, agents and sub-contractors who are involved in this Contract from offering, soliciting or accepting any advantage as defined in section 2 of the Prevention of Bribery Ordinance (Cap 201) in relation to the business of HKIRC except with the permission of HKIRC;

b) requiring our directors, employees, agents and sub-contractors who are involved in this Contract to declare in writing to their respective company management any conflict or potential conflict between their personal/financial interests and their duties in connection with this Contract, and in the event that a conflict or potential conflict is disclosed, take such reasonable measures as are necessary to mitigate as far as possible or remove the conflict or potential conflict so disclosed;

c) prohibiting our directors and employees who are involved in this Contract from engaging in any work or employment (other than in the performance of this Contract), with or without remuneration, which could create or potentially give rise to a conflict between their personal/financial interests and their duties in connection with this Contract and requiring our agents and sub-contractors to do the same; and

d) taking all measures as necessary to protect any confidential/privileged information or data entrusted to us by or on behalf of HKIRC from being divulged to a third party other than those allowed in this Contract.

Signature
(Name of the Contractor)
(Name of the Signatory)
(Position of the Signatory)
(Date)

Appendix D – HKIRC Proposal Requirements

Proposal requirements	
Submission deadline	Please refer to Section 9 – Project Schedule, item no. 4 forthe proposal submission deadline. If tropical cyclone warning signal No.8 or above or the black rainstorm warning is hoisted on the deadline date, thedeadline will be postponed to the next working day without advance notice.
Delivery	Electronic copy by email to marketing_g@hkirc.hk
Proposal format	Specified in this document
Page count	30 pages or fewer.
Font	Electronic published or typed. Times New Roman 12 point font

1.1 Proposal Deadline

All proposals must have been received by HKIRC as stated in Section 9, Project Schedule, item no. 4.

1.2 Proposal Content

The proposal should contain the following:

- Cover Page
- Executive Summary
- Conflict of Interest Declaration
- Company Background
  - Financial Situation
  - Track Records
  - Organisation and management team
  - Project team with credentials
  - Company credentials
- Methodology
- Project management methodology
- Understanding of our requirements
- Deliverable and Service level
- Proposed Cost of Services and Payment Schedule
- Implementation Time Table
- Commercial and Payment Terms. E.g. Compensation of delay.

1.3 Cover Page

Prepare a non-confidential cover page with the following information in the order given:

Cover Page	
Project Title:	Independent Assessment Services for Digital Accessibility Recognition Scheme 2026-2027
Project Manager:	Name:
	Title:
	Mailing address:
	Phone:
	Fax:
	Email:
Company	Contact person:
	Title:
	Company name:
	Mailing address:
	Phone:
	Fax:
	Email:
	Website:

1.4 Executive Summary

The executive summary provides a brief synopsis of the Tenderer proposed for the project. It should fit on a single page.

1.5 Conflict of Interest Declaration

Declare any conflict of interest in relation to the project.

1.6 Company Background

The Tenderer must describe its company background. Major activities, financial situation, organisational structure, management team and achievements in similar projects/services or service outsourcing of the company should be elaborated. Track records are preferred.

List the key technical and management personnel in the proposal. Provide a summary of the qualifications and role of each key member.

1.7 Methodology

The Tenderer must describe the methods to be used, and briefly explains its advantage and disadvantage. Track records are preferred.

The Tenderer must also suggest the code-scanning software to be used in the process.

1.8 Project Management Methodology

The Tenderer must describe the methods to be used, and briefly explains its advantage and disadvantage. Track records are preferred.

1.9 Understanding of our requirements

The Tenderer shall describe their understanding of our requirements. With the use of a table, the Contractor should clearly state their compliance on the requirements listed in the scope of service section;and briefly explain how they are achieved.

It is essential that for the Tenderer to understand the different arrangements for Mobile App Stream and Website Stream, and; new entrants new entrants (Gold, Silver, Bronze), new entrants (friendly website/mobile app), and past awardees.

1.10 Deliverable and Service level

The Tenderer should detail the project/service deliverables, and the services level of the proposed services.

Tables of content of all reports included in the deliverables should be provided in the proposal.

It is essential that the Tenderer can demonstrate the different arrangement for Mobile App Stream and Website Stream, and; new entrants (Gold, Silver, Bronze), new entrants (Friendly website/mobile app), and past awardees.

The Tenderer should also clearly indicate the assessment details and methods to be implemented in the initial assessment stage and final assessment stage.

1.11 Proposed Costs of Service and Payment Schedule

The Tenderer should provide a breakdown of the cost of the whole project/service. The cost shall be broken down by milestone/phases. The payment schedule shall be determined based on the agreed milestones and/or deliverables, or as otherwise advised by HKIRC. HKIRC reserves the right to propose the final financial payment terms upon the award of the tender.

The Tenderer is reminded to include different quotation options are indicated in the content in 4.1.3 for HKIRC's consideration.

As the Entrants whose are customers of the Tenderer will not be assessed by the Tenderer but a third party company, it is important for the Tenderer to indicate the unit cost of the assessment work on each Entrant.

Such costs should include, if applicable:

- Fixed setup cost.
- Labour unit costs for additional services or requirements. They are typically quoted in unit man day. Quoted in normal working hour, non-working hour and in emergency.
- Subsequent support or advisory service.
- Other direct costs such as traveling.
- The payment schedule can be presented in the below format.

Cost Coverage	**Cost (HK$)**	**%**
Completion of Assessment Services (Refers to table 2)		
End of Awards Presentation Ceremony		
To be released 1 month after the end of Ceremony		
Estimated Service Cost (HK$):		**100%**

Table 2

	No. of assessed pages	Unit Cost (A) (HK$)	Minimum Quantity (B)	Sub-total Cost (A) x (B) (HK$)
Initial Assessment				
Assessment for Gold, Silver & Bronze Award Entrants (New Entrants)	40		30	
Assessment for Gold, Silver & Bronze Award Entrants (Past Awardees)	15		430	
Assessment for Friendly Website / Mobile App Entrants	10		20	
Assessment for Elderly-friendly Award Entrants	40		20	
Final Assessment				
Assessment for Gold, Silver & Bronze Award Entrants (New Entrants)	40		30	
Assessment for Gold, Silver & Bronze Award Entrants (Past Awardees)	15		430	
Assessment for Friendly Website / Mobile App Entrants	10		20	
Assessment for Elderly-friendly Award Entrants	40		20	
Human Testing				
Assessment for Gold, Silver & Bronze Award Entrants (New Entrants)	40		30	
Assessment for Gold, Silver & Bronze Award Entrants (Past Awardees)	15		430	

Assessment for Friendly Website / Mobile App Entrants	10		20	
Assessment for Elderly-friendly Award Entrants	40		20	
8 sessions of workshop				
Hotline service				
	Estimated Cost of Assessment Service (HK$):			

1.12 Implementation Timetable

The Contractor should present in this section the implementation schedule of the project/service. The schedule should be realistic and achievable by the Contractor

1.13 Commercial Payment Terms

The Contractor should describe the commercial and payment terms of the services e.g. compensation for the delay of the project/service.

1.14 Elements of a Strong Proposal

Proposals are evaluated based on major criteria as follows (the percentages given are the weighting)

- Methodology (15%)
- Understanding of our requests (15%)
- Knowledge, advice and experience on project (20%)
- Proposed cost of the project and its flexibility (50%)

Annex 1 – Judging Criteria <u>For the Website Stream</u>

Bronze Award – For website that meets the 10 judging criteria as specified in W01 to W10 below.

Silver Award – For website that meets the 17 judging criteria as specified in W01 to W17 below.

Gold Award – For website that meets the 27 judging criteria as specified in W01 to W27 below.

Friendly Website – For website that meets the 4 judging criteria as specified in W01 to W04 below.

Elderly-friendly Award – For website that meets the 13 judging criteria as specified below.

<u>Scope of the Assessment</u>

For Website Stream, the Entrants should nominate three core businesses in the websites together with theMain page, Contact Us and What's New, and all first-level webpages for assessment.

The number of pages to be assessed depends on the nature of the Entrant (New Entrant, Past Awardee)and its targeted level.

<u>Bronze, Silver & Gold Award</u>

W01. Provide meaningful text alternative for non-text contents

(Corresponding success criteria in WCAG 2[1]– 1.1.1 [Level A])

- All non-text contents, such as icons, photos, pictures, images, banners and maps that are presented to users have a text alternative that provides a meaningful description.

[1] WCAG 2 – Web Content Accessibility Guideline 2.0 promulgated by the World Wide Web Consortium (W3C) can be found at https://www.w3.org/TR/WCAG2/

W02. Allow to perform all operations through a keyboard interface

(Corresponding success criterion in WCAG 2 – 2.1.1 [Level A])

- All functions on a webpage are operable through a keyboard interface; the operation shall not enforce a time limit for individual keystrokes.

W03. Make website content easy to be used with assistive technologies

(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A])

Use heading mark-up (h1..h6) to identify headings in the content. Heading mark-up allows assistive technologies to present the heading status of text to users.

W04. Provide an accessibility statement with contact points for the website

- Provide an accessibility statement with contact point for website users to contact the website owners when they encounter accessibility problems.

W05. Provide means to close popup or overlay windows

(Corresponding success criterion in WCAG 2 – 2.1.2 [Level A])

- If there is a popup or overlay window, a close button shall be included to allow closing the popup or overlay window through keyboard interfaces.

W06. Provide accurate and appropriate headings/labels

(Corresponding success criterion in WCAG 2 – 2.4.6 [Level AA])

- To help users understand what information is contained in the webpage and how information is organised, use clear and appropriate headings and labels to describe a topic or purpose.

W07. Make website structure in a consistent navigation mechanism

(Corresponding success criterion in WCAG 2 – 3.2.3 [Level AA])

- Navigational mechanisms that are repeated on multiple webpages within a set of webpages occur in the corresponding relative order each time they are repeated, unless a change is initiated by the user.

W08. Text can be resized up to 200 percent without loss of content

(Corresponding success criterion in WCAG 2 – 1.4.4 [Level AA])

Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.

W09. Provide alternative means for users to operate the function by complex gesture

(Corresponding success criterion in WCAG 2 – 2.5.1 [Level A])

- Complex gestures, such as swiping, dragging a slider or two-finger pinching for zooming, can be performed through simpler actions like taps or long presses.
-

W10. Compatible with screen readers

- Ensure all contents and functionalities are accessible by commonly used screen readers.

W11. Provide accessible animated contents or allow to skip

- If animated content is provided, accessible version of animated content or a skip function shall be provided.

W12. Easy to turn off background sound or set as user-initiated only

(Corresponding success criterion in WCAG 2 – 1.4.2 [Level A])

- If any audio on a webpage plays automatically for more than 3 seconds, either a function is available to pause or stop the audio, or a function is available to control audio volume independently for that specific audio.

W13. Provide clear and informative links

(Corresponding success criterion in WCAG 2 – 2.4.4 [Level A])

- If there is a link, either the link text alone or the text preceding the link is clear and meaningful in order to help users navigate.

W14. Make website content in meaningful sequence

(Corresponding success criterion in WCAG 2 – 1.3.2, 2.4.3 [Level A])

- If webpage content needs to be read in a certain order to make sense, webpage shall be written/coded in a way which indicates this order.
- Webpage, especially web form, shall be coded in a logical manner when read by assistive technologies.

W15. Provide input assistance such as proper labels for user input and error identification and description etc.

(Corresponding success criterion in WCAG 2 – 3.3.1, 3.3.2 [Level A])

- If an input error is automatically detected, the error shall be identified and described to users.
- Labels or instructions are provided when prompting user input.

W16. Provide transcript, captions or sign language for 30% of pre-recorded videos published in the recent 2 years

(Relevant success criterion in WCAG 2 –1.2.1, 1.2.2 [Level A] and 1.2.6 [Level AAA])

- Transcript, captions or sign language are provided for 30% of pre-recorded videos and audio content published in the most recent 2 years, except when the media is a media alternative for text and is clearly labelled as such.

W17. Provide sufficient time for users to read the content and operate the function

(Corresponding success criterion in WCAG 2 – 2.2.1 [Level A])

- If there is a time-limited function, sufficient time shall be allowed for users to interact with the content through the following:
  (a) time limit can be turned off; or
  (b) time limit can be extended by a simple action

W18. Provide accessible PDFs within scope of assessment published in the recent 2 years

- For any PDF documents in the webpage, it shall provide the following accessible features within scope of assessment published in the recent 2 years, if applicable:
  (a) Provide meaningful text alternatives for images (Corresponding Techniques PDF1 for WCAG 2)
  (b) Ensure correct tab and reading order (Corresponding Techniques PDF3 for WCAG 2)
  (c) Use table elements for table markup (Corresponding Techniques PDF6 for WCAG 2)
  (d) Set the default language in the document catalog (Corresponding Techniques PDF16 for WCAG 2)
  (e) Specify the document title (Corresponding Techniques PDF18 for WCAG 2)

W19. Build webpages with predictable operations

(Corresponding success criterion in WCAG 2 – 3.2.1 [Level A])

- For any component that is able to trigger an event, it will not change the context (for example jumping to a new window) immediately when the component receives focus.

W20. Able to skip repetitive blocks

(Corresponding success criterion in WCAG 2 – 2.4.1 [Level A])

- A mechanism is available to bypass blocks of content that are repeated on multiple webpages.

W21. Provide multiple ways to retrieve content

(Corresponding success criterion in WCAG 2 – 2.4.5 [Level AA])

- Provide more than one way to access a webpage such as using a search function, site map, standard navigation, etc.

W22. Build webpages with user-initiated auto-updating

(Corresponding success criterion in WCAG 2 – 2.2.2 [Level A])

- If there is any moving information that starts automatically and lasts more than five seconds, there shall be a mechanism for users to pause, stop or hide it.

W23. Provide sufficient colour contrast

(Corresponding success criterion in WCAG 2 – 1.4.3 [Level AA] & 1.4.11 [Level AA])

- Visual presentation of text and images of text has a contrast ratio of at least 4.5:1. All non-text content (e.g. graphics, diagrams, buttons, checkboxes, radio buttons or input fields), which deliver important information, should have a minimum 3:1 colour contrast ratio against adjacent colour. Logo or brand name is exempted.

W24. Ensure correct syntax of webpages for compatibility with browsers and assistive technologies

(Corresponding success criterion in WCAG 2 – 4.1.1 [Level A])

- For content coded with mark-up languages, elements shall have complete start and end tags, correct nested coding.

W25. Provide meaningful title, summary or description for table header as well as data

(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A])

- To ensure that the information and relationships of content conveyed in form of a table is perceivable to all.

W26. Provide error prevention for transactions

(Corresponding success criterion in WCAG 2 – 3.3.4 [Level AA])

- For transaction involved legal or financial commitments, error prevention mechanism shall be included through at least one of the following:
  - (a) Reversible: submissions are reversible.
  - (b) Checked: input data are checked for errors and users are allowed to correct them.
  - (c) Confirmed: a mechanism is available for reviewing, confirming, and correcting information before finalising the submission.

W27. Able to abort or undo the function operated by single pointer

(Corresponding success criterion in WCAG 2 – 2.5.2 [Level A])

- Functions are completed by the up-event (e.g. release the mouse button or remove the finger from the screen) and either one of the following mechanisms is available:

(a) To abort the function before completion; or
(b) To undo the function after completion.

There is exemption when the down-event is essential such as in the piano keyboard emulation program.

Friendly Website

The "essential content" or "essential information" refers to the information regarded as necessary and highly important for a person with or without disability to understand the services or the products of the organisation (such as company background, scope of services, address) and contact information.

W01. Provide meaningful text alternative for non-text contents

(Corresponding success criteria in WCAG 2[2]– 1.1.1 [Level A])

- All non-text contents, such as icons, photos, pictures, images, banners and maps that are presented to users have a text alternative that provides a meaningful description.

W02. Allow to perform all operations through a keyboard interface

(Corresponding success criterion in WCAG 2 – 2.1.1 [Level A])

- All functions on a webpage are operable through a keyboard interface; the operation shall not enforce a time limit for individual keystrokes.

W03. Make website content easy to be used with assistive technologies

(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A])

Use heading mark-up (h1..h6) to identify headings in the content. Heading mark-up allows assistive technologies to present the heading status of text to users.

W04. Provide an accessibility statement with contact points for the website

- Provide an accessibility statement with contact point for website users to contact the website owners when they encounter accessibility problems.

Elderly-friendly Award

W05. Provide means to close popup or overlay windows

- If there is a popup or overlay window, a close button shall be included to allow closing the popup or overlay window through keyboard interfaces.

[2] WCAG 2 – Web Content Accessibility Guideline 2.0 promulgated by the World Wide Web Consortium (W3C) can be found at https://www.w3.org/TR/WCAG2/

W06. Provide accurate and appropriate headings/labels

- To help users understand what information is contained in the webpage and how information is organised, use clear and appropriate headings and labels to describe a topic or purpose.

W07. Make website structure in a consistent navigation mechanism

- Navigational mechanisms that are repeated on multiple webpages within a set of webpages occur in the corresponding relative order each time they are repeated, unless a change is initiated by the user.

W08. Text can be resized up to 200 percent without loss of content

Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.

W09. Provide alternative means for users to operate the function by complex gestures

- Complex gestures, such as swiping, dragging a slider or two-finger pinching for zooming, can be performed through simpler actions like taps or long presses.

W13. Provide clear and informative links

If there is a link, either the link text alone or the text preceding the link is clear and meaningful in order to help users navigate.

W15. Provide input assistance such as proper labels for user input and error identification and description etc.

- If an input error is automatically detected, the error shall be identified and described to users.
- Labels or instructions are provided when prompting user input.

W17. Provide sufficient time for users to read the content and operate the function

- If there is a time-limited function, sufficient time shall be allowed for users to interact with the content through the following:
  (a) time limit can be turned off; or
  (b) time limit can be extended by a simple action

W23. Provide sufficient colour contrast

- Visual presentation of text and images of text has a contrast ratio of at least 4.5:1. All non-text content (e.g. graphics, diagrams, buttons, checkboxes, radio buttons or input fields), which deliver important information, should have a minimum 3:1 colour contrast ratio against adjacent colour. Logo or brand name is exempted.

W26. Provide error prevention for transactions

- For transaction involved legal or financial commitments, error prevention mechanisms shall be included through at least one of the following:
  (a) Reversible: submissions are reversible.
  (b) Checked: input data are checked for errors and users are allowed to correct them.
  (c) Confirmed: a mechanism is available for reviewing, confirming, and correcting information before finalising the submission.

W28. Simplify layout and use flat design

- Simplify the layout of the landing page and display the main functions frequently used by the elderly. Consider providing an "Elderly-friendly" layout, or allow the elderly to personalise and place frequently used functions at prominent place so that they can familiar with the operation quickly.
- The "flat design" is adopted to make the look and feel simpler, so that users are easier to use the website and increase the readability.

W29. Use colour for differentiation on the basis of clear structure

- Based on the existing clear structure, use different colours to differentiate the service areas for easy identification by users.

W30. Provide quick link to “Elderly Friendly” Design

- Provide a quick link on the landing page for easy access if there is an "Elderly-friendly" version of the website.

For the Mobile App Stream

Bronze Award – For mobile app that meets the 10 judging criteria as specified in M01 to M10 below.

Silver Award – For mobile app that meets the 19 judging criteria as specified in M01 to M19 below.

Gold Award – For mobile app that meets the 23 judging criteria as specified in M01 to M23 below.

Friendly Mobile App – For mobile app that meets the 4 judging criteria as specified in M01 to M04 below.

Elderly-friendly Award – For mobile app that meets the 14 judging criteria as specified below.

Scope of the Assessment

For Mobile App Stream, the Entrants should nominate three core business functions of the mobile app together with the Main Screen, One-time Setup Wizard/Welcome Screen, Settings, About Us, and all first-level screens for assessment.

The number of pages to be assessed depends on the nature of the Entrant (New Entrant, Past Awardee) and its targeted level.

Bronze, Silver & Gold Award

M01. Provide meaningful text alternative for non-text contents
(Corresponding success criterion in WCAG 2 – 1.1.1 [Level A])

- All non-text contents, such as buttons, icons, photos, pictures, images, banners and maps that are presented to users have a text alternative that provides a meaningful description.

M02. Make all clickable objects large enough to be tapped

- All clickable objects such as buttons and links are large enough to be tapped.

M03. Compatible with screen readers

- Ensure all contents and functionalities are accessible by commonly used screen readers.

M04. Provide contact points or email feedback as well as an accessibility statement

- Provide an accessibility statement with contact point for mobile app users to contact the mobile app owners when they encounter accessibility problems.

M05. Provide clear and simple headings

(Corresponding success criterion in WCAG 2 – 2.4.6 [Level AA])

- To help users understand what information is contained in the page and how information is organised, use clear and simple headings to describe a topic or purpose.

M06. Provide consistent and simple user interface structure

(Corresponding success criterion in WCAG 2 – 3.2.3 [Level AA])

- Navigational mechanisms that are repeated on multiple pages within a set of pages occur in the corresponding relative order each time they are repeated, unless the user initiates a change.

M07. Provide navigation for going backward

- Provide backward navigational mechanisms to enable users go back to previous screen page.

M08. Text resize function or text can be zoomed without loss of content

(Corresponding success criterion in WCAG 2 – 1.4.4 [Level AA])

- Except for captions and images of text, provide text resize function/setting, or work well with device's zoom feature without loss of content or functionality.

M09. Provide means to close popovers

(Corresponding success criterion in WCAG 2 – 2.1.2 [Level A])

- If there is a popover, a close button shall be included.

M10. Provide alternative means for users to operate the function by complex gesture

(Corresponding success criterion in WCAG 2 – 2.5.1 [Level A])

- Complex gestures, such as swiping, dragging a slider or two-finger pinching for zooming, can be performed through simpler actions like taps or long presses.

M11. Easy to turn off background sound or set as user-initiated only

(Corresponding success criterion in WCAG 2 – 1.4.2 [Level A])

- If any audio on a page plays automatically for more than 3 seconds, either a function is available to pause or stop the audio, or control audio volume independently for that specific audio.

M12. Provide meaningful content sequence

(Corresponding success criterion in WCAG 2 – 1.3.2 [Level A])

- If the content needs to be read in a certain order to make it meaningful, ensure the mobile app is written/coded in a way which indicates this order.

M13. Provide clear and informative links

(Corresponding success criterion in WCAG 2 – 2.4.4 [Level A])

- If there is a link, either the link text alone or the text preceding the link is clear and meaningful in order to help users navigate.

M14. Make content easy to be used with assistive technologies

(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A])

- Use heading mark-up (h1..h6) to identify headings in the content. Heading mark-up allows assistive technologies to present the heading status of text to users.

M15. Provide transcript, captions or sign language for 30% of pre-recorded videos published in the recent 2 years

(Relevant success criterion in WCAG 2 – 1.2.1, 1.2.2 [Level A] and 1.2.6 [Level AAA])

- Transcript, captions or sign language are provided for 30% of pre-recorded videos and audio content published in the most recent 2 years, except when the media is a media alternative for text and is clearly labelled as such.

M16. Provide alternative means for users to operate the function by moving the device

(Corresponding success criterion in WCAG 2 – 2.5.4 [Level A])

- Functions triggered by moving a device (e.g. shaking or tilting) or by gesturing towards the device (e.g. a camera can interpret the gesture and activate a function) should be able to be operated by more conventional user interface components.

M17. Provide sufficient time for users to read the content and operate a function

(Corresponding success criterion in WCAG 2 – 2.2.1 [Level A])

- If there is a time-limited function, sufficient time shall be allowed for users to interact with the application through the following:
  (a) time limit can be turned off; or
  (b) time limit can be extended by a simple action

M18. Provide accessible animated contents or allow to skip

- If animated content is provided, an accessible version of animated content or a skip function shall be provided.

M19. Provide input assistance such as proper labels or instructions for user input

(Corresponding success criterion in WCAG 2 – 3.3.1 and 3.3.2 [Level A])

- All components such as labels, buttons and text fields shall have a meaningful text description so that it can be read by screen readers.

M20. Provide sufficient colour contrast

(Corresponding success criterion in WCAG 2 – 1.4.3 [Level AA] & 1.4.11 [Level AA])

- Visual presentation of text and images of text has a contrast ratio of at least 4.5:1. All non-text content (e.g. graphics, diagrams, buttons, checkboxes, radio buttons or input fields), which deliver important information, should have a minimum 3:1 colour contrast ratio against adjacent colour. Logo or brand name is exempted.

M21. Provide alternative means for notification

- Ensure more than one means for notification that can be received by persons with different types of disabilities, such as visual and hearing impairments.

M22. Provide error prevention for transactions

(Corresponding success criterion in WCAG 2 – 3.3.4 [Level AA])

- For transaction involved legal or financial commitments, error prevention mechanism shall be included through at least one of the following:
  (a) Reversible: submissions are reversible.
  (b) Checked: input data are checked for errors and users are allowed to correct them.
  (c) Confirmed: a mechanism is available for reviewing, confirming, and correcting information before finalising the submission.

M23. Able to abort or undo the function operated by single pointer

(Corresponding success criterion in WCAG 2 – 2.5.2 [Level A])

- Functions are completed by the up-event (e.g. release the mouse button or remove the finger from the screen) and either one of the following mechanisms is available:
  (a) To abort the function before completion; or
  (b) To undo the function after completion.

  There is exemption when the down-event is essential such as in the piano keyboard emulation program.

Friendly Mobile App

For mobile app that meets the 4 judging criteria as specified in M01 to M04 below.

The "essential content" or "essential information" refers to the information regarded as necessary and highly important for a person with or without disability to understand the services or the products of the organisation (such as company background, scope of services, address) and contact information.

M01. Provide meaningful text alternative for non-text contents

(Corresponding success criterion in WCAG 2 – 1.1.1 [Level A])

- All non-text contents, such as buttons, icons, photos, pictures, images, banners and maps that are presented to users have a text alternative that provides a meaningful description.

M02. Make all clickable objects large enough to be tapped

- All clickable objects such as buttons and links are large enough to be tapped.

M03. Compatible with screen readers

- Ensure all contents and functionalities are accessible by commonly used screen readers.

M04. Provide contact points or email feedback as well as an accessibility statement

- Provide an accessibility statement with contact point for mobile app users to contact the mobile app owners when they encounter accessibility problems.

Elderly-friendly Award

M02. Make all clickable objects large enough to be tapped

- All clickable objects such as buttons and links are large enough to be tapped.

M05. Provide clear and simple headings

- To help users understand what information is contained in the page and how information is organised, use clear and simple headings to describe a topic or purpose.

M06. Provide consistent and simple user interface structure

- Navigational mechanisms that are repeated on multiple pages within a set of pages occur in the corresponding relative order each time they are repeated, unless the user initiates a change.

M08. Text resize function or text can be zoomed without loss of content

- Except for captions and images of text, provide text resize function/setting, or work well with device's zoom feature without loss of content or functionality.

M09. Provide means to close popovers

- If there is a popover, a close button shall be included.

M10. Provide alternative means for users to operate the function by complex gestures

- Complex gestures, such as swiping, dragging a slider or two-finger pinching for zooming, can be performed through simpler actions like taps or long presses.

M13. Provide clear and informative links

- If there is a link, either the link text alone or the text preceding the link is clear and meaningful in order to help users navigate.

M17.Provide sufficient time for users to read the content and operate a function

- If there is a time-limited function, sufficient time shall be allowed for users to interact with the application through the following:

(a) time limit can be turned off; or
(b) time limit can be extended by a simple action

M19. Provide input assistance such as proper labels or instructions for user input

- All components such as labels, buttons and text fields shall have a meaningful text description so that it can be read by screen readers.

M20.Provide sufficient colour contrast

- Visual presentation of text and images of text has a contrast ratio of at least 4.5:1. All non-text content (e.g. graphics, diagrams, buttons, checkboxes, radio buttons or input fields), which deliver important information, should have a minimum 3:1 colour contrast ratio against adjacent colour. Logo or brand name is exempted.

M22. Provide error prevention for transactions

- For transaction involved legal or financial commitments, error prevention mechanisms shall be included through at least one of the following:

(a) Reversible: submissions are reversible.
(b) Checked: input data are checked for errors and users are allowed to correct them.
(c) Confirmed: a mechanism is available for reviewing, confirming, and correcting information before finalising the submission.

M24. Simplify layout and use flat design

- Simplify the layout of the home screen and display the main functions frequently used by the elderly. Consider providing an "Elderly-friendly" layout, or allow the elderly to personalise and place frequently used functions at prominent place so that they can familiar with the operation quickly.

- The "flat design" is adopted to make the look and feel simpler, so that users are easier to use the mobile app and increase the readability.

M25. Use colour for differentiation on the basis of clear structure

- Based on the existing clear structure, use different colours to differentiate the service areas for easy identification by users.

M26. Provide quick link to “Elderly Friendly” Design

- Provide a quick link on the home screen for easy access if there is an "Elderly-friendly" version of the mobile application. Mobile applications may also provide a prominent switching prompt upon first entry, or offer an option for the "elderly-friendly" version within the settings page.

Annex 1.1 – WCAG2.2 Six success criteria

2.4.11 Focus Not Obscured (Minimum) – Level AA

- Ensure keyboard focus indicators are at least partially visible when elements receive focus, preventing them from being completely hidden.

2.5.7 Dragging Movements – Level AA

- Functions requiring dragging must offer alternatives, supporting users with motor impairments who struggle with drag-and-drop interactions.

2.5.8 Target Size (Minimum) – Level AA

- Interactive targets must be at least 24×24 CSS pixels, reducing accidental activation and improving usability for touch and pointer users.

3.2.6 Consistent Help – Level A

- Help mechanisms (e.g., contact info, chat) must appear consistently across pages where they are available, aiding user support access.

3.3.7 Redundant Entry – Level A

- Users shouldn't need to re-enter previously provided information unless essential, reducing cognitive load and improving form usability.

3.3.8 Accessible Authentication (Minimum) – Level AA

- Authentication must not rely solely on cognitive tests like puzzles; alternatives should be provided to support users with disabilities.

ANNEX 2 – ASSESSMENT REPORT TEMPLATE

i. ASSESSMENT REPORT TEMPLATE (WEBSITE STREAM) – GOLD, SILVER, BRONZE AND ELDERLY-FRIENDLY

(For Reference only)

Digital Accessibility Recognition Scheme 2026-2027 (Website Stream)
Assessment Report

Assessment Date :	
Reference no:	**Organisation:**
Website URL:	
Assessed webpages: Main page's URL: Contact us page's URL: First level of webpages' URLs: Three core business webpages' URLs: **Screen Shot of Landing Page:**	

SECTION I – INTRODUCTION

This report documents the findings of an assessment on the accessibility of the website listed in Page 1. The listed webpages are assessed against the judging criteria of **Bronze, Silver, Gold and Elderly-friendly Awards** in the Digital Accessibility Recognition Scheme 2026-2027 (Scheme) –

Bronze Award – providing basic web accessibility features by meeting all 10 judging criteria under Bronze Category

Silver Award – providing basic web accessibility features by meeting all 17 judging criteria under Silver Category

Gold Award – providing more complete web accessibility features by meeting the 10 judging criteria under Gold Category and the 17 judging criteria under Silver Category

Elderly-friendly Award – providing basic web accessibility features by meeting all 13 judging criteria under Elderly-friendly Category

The assessment result presented in this report is based on the listed webpages of the website and may not be exhaustive.

Full list of the judging criteria and the scope of assessment of the Scheme can be found from the **Guide to Application** which is available at https://www.digital-accessibility.hk/en/application/

SECTION II – SUMMARY OF ASSESSMENT RESULT

The website failed to conform to [*total no. of non-conforming items for Bronze Category*] judging criteria in Bronze Category (out of 10 criteria), [*total no. of non-conforming items for Silver Category*] judging criteriain Silver Category (out of 7 criteria), [*total no. of non-conforming items for Gold Category*] judging criteria in Gold Category (out of 10 criteria) and [*total no. of non-conforming items for Elderly-friendly Category*] judging criteria in Elderly-friendly Category (out of 13 criteria) , as summarised below–

Category (Total no. of Judging Criteria)	**No. of Conforming Items**	**No. of Not-applicable Items**	**No. of Non-conforming Items**	**List of Non-conforming Item(s)** *(More information can be found in Section III)*
Bronze Award (10)				•
Silver Award (7)				•

Gold Award (10)				•
Elderly-friendly Award (13)				•

SECTION III - ASSESSMENT RESULTS ON INDIVIDUAL JUDGING CRITERIA

Note: At maximum 4 examples should be quoted at "Examples of non-conforming items" column for each non-conforming criterion.

Test Method

Short Form	Test Method
CS	Code Scanning / Code Review
MT	Manual Testing with Screen Readers
VR	Visual Review
Others	Testing with Other Tools

For more information about testing techniques, please refer to Chapter 10 of the Web Accessibility Handbook at https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/

A. BRONZE & SILVER AWARD

Code	Judging Criteria	Conformed ?	Examples of non-conforming items Note1	Test Method	Reference
W01	Provide meaningful text alternative for non-text contents	N/A Yes No		CS MT	(Corresponding success criteria in WCAG 2 – 1.1.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_1_non_text_content.html

W02	Allow to perform all operations through a keyboard interface	N/A Yes No		CS MT	(Corresponding success criterion in WCAG 2 – 2.1.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_10_keyboard.html
W03	Make website content easy to be used with assistive technologies	N/AYesNo		CR MT	(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_5_info_and_relationships.html
W04	Provide an accessibility statement with contact points for the website	N/AYesNo		VR	Organisation is recommended to provide an accessibility statement with contact point for website users to contact the website owners when they encounter accessibility problems.

W05	Provide means to close popup or overlay windows	N/A Yes No		VR MT	(Corresponding success criterion in WCAG 2 – 2.1.2 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_11_keyboard_trap.html
W06	Provide accurate and appropriate headings/labels	N/A Yes No		VR MT	(Corresponding success criterion in WCAG 2 – 2.4.6 [Level AA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_13_headings_and_labels.html

W07	Make website structure in a consistent navigation mechanism	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 3.2.3 [Level AA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_19_consistent_navigation.html
W08	Text can be resized up to 200 percent without loss of content	N/A Yes No		VR MT	(Corresponding success criterion in WCAG 2 – 1.4.4 [Level AA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_6_resize_text.html

W09	Provide alternative means for users to operate the function by complex gesture	N/A Yes No		VR MT	(Corresponding success criterion in WCAG 2 – 2.5.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_20_pointer_gestures.html
W10	Compatible with screen readers	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 3.1.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_24_language_of_page.html
W11	Provide accessible animated contents or allow to skip	N/A Yes No		VR MT	Please refer to the Web Accessibility Handbook
W12	Easy to turn off background sound or set as user-initiated only	N/A Yes No		VR MT	(Corresponding success criterion in WCAG 2 – 1.4.2 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.

					hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_9_audio_control.html
W13	Provide clear and informative links	N/A Yes No		VR MT	(Corresponding success criterion in WCAG 2 – 2.4.4 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_19_link_purpose.html
W14	Make website content in meaningful sequence	N/A Yes No		MT	(Corresponding success criterion in WCAG 2 – 1.3.2, 2.4.3 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_6_meaningful_sequence.html https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_18_focus_order.html
W15	Provide input	N/A		MT	(Corresponding

	assistance such as proper labels for user input and error identification and description etc.	Yes No			success criterion in WCAG 2 – 3.3.1, 3.3.2 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_28_error_identification.html https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_29_labels_or_instructions.html
W16	Provide transcript, captions or sign language for 30% of pre-recorded videos published in the recent 2 years	N/A Yes No		MT	(Relevant success criterion in WCAG 2 –1.2.1, 1.2.2 [Level A] and 1.2.6 [Level AAA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/w

					cag2a/8_2_audio_only_video_only.html
W17	Provide sufficient time for users to read the content and operate the function	N/A Yes No		VRCSMT	(Corresponding success criterion in WCAG 2 – 2.2.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_13_timing_adjustable.html

B. GOLD AWARD

Code	Judging Criteria	Conformed ? [Yes/No/NA]	Examples of non-conforming items notes	Test Method	Reference
W18	Provide accessible PDFs within scope of assessment published in the recent 2 years	N/A Yes No		VR	Please refer to the W3C PDF Techniques for WCAG 2 available in the following link http://www.w3.org/WAI/GL/WCAG20-TECHS/pdf.html

W19	Build webpages with predictable operations	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 3.2.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_25_on_focus.html
W20	Able to skip repetitive blocks	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 2.4.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_16_bypass_blocks.html

W21	Provide multiple ways to retrieve content	N/A Yes No		CS	(Corresponding success criterion in WCAG 2 – 2.4.5 [Level AA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_12_multiple_ways.html
W22	Build webpages with user-initiated auto-updating	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 2.2.2 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_14_pause_stop_hide.html

W23	Provide sufficient colour contrast	N/A Yes No		MT VR	(Corresponding success criterion in WCAG 2 – 1.4.3 [Level AA] & 1.4.11 [Level AA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_5_contrast_minimum.html https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_9_non-text_contrast.html
W24	Ensure correct syntax of webpages for compatibility with browsers and assistive technologies	N/A Yes No		MT	(Corresponding success criterion in WCAG 2 – 4.1.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_31_parsing.html

W25	Provide meaningful title, summary or description for table header as well as data	N/A Yes No			(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_5_info_and_relationships.html
W26	Provide error prevention for transactions	N/A Yes No			(Corresponding success criterion in WCAG 2 – 3.3.4 [Level AA]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2aa/9_22_error_prevention.html

W27	Able to abort or undo the function operated by single pointer	N/A Yes No			(Corresponding success criterion in WCAG 2 – 2.5.2 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_21_pointer_cancellation.html

W28	Simplify layout and use flat design	N/A Yes No			• Simplify the layout of the landing page and display the main functions frequently used by the elderly. Consider providing an "Elderly-friendly" layout, or allow the elderly to personalise and place frequently used functions at prominent place so that they can familiar with the operation quickly. • The "flat design" is adopted to make the look and feel simpler, so that users are easier to use the website and increase the readability.

W29	Use colour for differentiation on the basis of clear structure	N/A Yes No			Based on the existing clear structure, use different colours to differentiate the service areas for easy identification by users.
W30	Provide quick link to "Elderly-friendly" Design	N/A Yes No			Provide a quick link on the landing page for easy access if there is an "Elderly-friendly" version of the website.

WCAG 2.2: Six Success Criteria

This section is provided for reference purposes only. Please note that the WCAG 2.2 Success Criteria are not part of the judging criteria for the Scheme and will not influence recognition outcomes. Nonetheless, it is strongly recommended to adopt higher accessibility standards to enhance inclusivity and user experience.

Success Criterion	Conformed?	Reference
2.4.11 Focus Not Obscured (Minimum)	N/A Yes No	Ensures that elements receiving keyboard focus are at least partially visible.
2.5.7 Dragging Movements	N/A Yes No	Provides alternatives to dragging gestures for users with motor impairments.
2.5.8 Target Size (Minimum)	N/A Yes No	Sets a minimum size for interactive targets to improve usability.
3.2.6 Consistent Help	N/A Yes No	Requires help mechanisms to be consistently available across pages.
3.3.7 Redundant Entry	N/A Yes No	Prevents users from having to re-enter the same information multiple times.
3.3.8 Accessible Authentication (Minimum)	N/A Yes No	Ensures authentication processes are accessible without requiring cognitive tests.

NOTES

Note 1 – Code scanning report

A code scanning tool (Total Validator v16.6.0) is used for scanning the provided webpages during assessment. This tool is only one of the prevailing code scanning tools available in the market for code review. Organisation may also perform code review using other code scanning tools. Other examples of code scanning tools are given at Section 10.1 of the Web Accessibility Handbook available at the https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/five_test_techniques/

A list of all the error and warning code that generated by the Total Validator are listed below for reference. Note that the same error code may be displayed with different error messages depending on the circumstances.

Judging Criteria Involved	Error Code	Summary	Detailed Description
W01	E860	[WCAG 2.0 1.1.1 (A)] When using images, specify a short text alternative with the 'alt' attribute	If there is no 'alt' attribute, then assistive technologies are not able to identify the image orto convey its purpose to the user.
W01	E862	[WCAG 2.0 1.1.1 (A)] When using a text alternative it must be meaningful	If the text in the 'text alternative' cannot be used in place of the non-text content without losing information or function then it fails because it is not, in fact, an alternative to the non-text content.
W01	E863	[WCAG 2.0 1.1.1 (A)] The 'title' attribute should be missing or empty when ignoring non-text content	When using <img>, it is valid to have an empty 'alt' attribute for images that have no content, butthe 'title' attribute should be missing or empty aswell.

W21	E001	There is either a > missing or you may have used < instead of < in the content	A > character was expected but was not found. Sometimes this error appears when you have mismatched quotes, but more often it is caused by using a < character in the text. The < character should only be used to start a new tag. Within text you should use the character reference < instead.
W21	E002	There is either a < missing or you may have used > instead of > in the content	A < character was expected but was not found. Sometimes this error appears when you have mismatched quotes, but more often it is caused by using a > character in the text. The > character should only be used to end a tag. Within text you should use the character reference > instead.
W21	E003	There is either an extra < or you may have used < instead of < in the content	A < character was found in an unexpected place. This is often caused by using a < character in the text. The < character should only be used to start a new tag. Within text you should use the character reference < instead.
W21	E004	There is either an extra > or you may have used > instead of > in the content	A > character was found in an unexpected place. This is often caused by using a > character in the text. The > character should only be used to end a tag. Within text you should use the character reference > instead.

W21	E020	No matching start tag found	There are two common causes of this error. Either you have forgotten the start tag, or you may have tags that are improperly nested e.g.

Note 2 - Visual review report (using colour contrast checker)

Please supplement the details of non-conforming items for judging criterion W23 using colour contrast checker in the table below.

URL Tested:

Referred Component	Current Ratio	Target Ratio
		4.5:1
		4.5:1
		4.5:1

----- End of Report -----

2. ASSESSMENT REPORT TEMPLATE (WEBSITE STREAM) – FRIENDLY WEBSITE

(For Reference only)

Digital Accessibility Recognition Scheme 2026-2027 (Website Stream) – Friendly WebsiteAssessment Report

Assessment Date :	
Reference no:	**Organisation:**
Website URL:	
Assessed webpages: Main page's URL: Contact us page's URL: First level of webpages' URLs: Three core business webpages' URLs: **Screen Shot of Landing Page:**	

SECTION I – INTRODUCTION

This report documents the finding of an assessment on the accessibility of the website listed in Page 1. The listed webpages are assessed against the 4 judging criteria of **Friendly Website** in the Digital Accessibility Recognition Scheme 2026-2027 (Scheme)—

Full list of the judging criteria and the scope of assessment of the Scheme can be found from the **Guide to Application** which is available at https://www.digital-accessibility.hk/en/application/

SECTION II – SUMMARY OF ASSESSMENT RESULT

The website failed to conform to [*total no. of non-conforming items*] judging criteria of friendly website, as summarized below

Category (Total no. of Judging Criteria)	**No. of Conforming Items**	**No. of Not-applicable Items**	**No. of Non-conforming Items**	**List of Non-conforming Item(s)** *(More information can be found in Section III)*
Friendly Website (4)				•

SECTION III - ASSESSMENT RESULTS ON INDIVIDUAL JUDGING CRITERIA

Note: At maximum 4 examples should be quoted at "Examples of non-conforming items" column for each non-conforming criterion.

Test Method

Short Form	**Test Method**
CS	Code Scanning / Code Review
MT	Manual Testing with Screen Readers
VR	Visual Review
Others	Testing with Other Tools

For more information about testing techniques, please refer to Chapter 10 of the Web Accessibility Handbook at

https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/

Code	Judging Criteria	Conformed ?	Examples of non-conforming items Note1	Test Method	Reference
W01	Provide meaningful text alternative for non-text contents	N/A Yes No		CS MT	(Corresponding success criteria in WCAG 2 – 1.1.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_1_non_text_content.html
W02	Allow to perform all operations through a keyboard interface	N/A Yes No		CS MT	(Corresponding success criterion in WCAG 2 – 2.1.1 [Level A]) Please refer to the Web Accessibility Handbook available in the following link https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_10_keyboard.html
W03	Make essential contents easy to be used with assistive technologies	N/A Yes No		CR MT	(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A]) Please refer to the Web Accessibility

					Handbook available in the followinglink https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/wcag2a/8_5_info_and_relationships.html
W04	Provide an accessibility statement with contact points for the website	N/A Yes No		VR	Organisation is recommended to provide an accessibility statement with contact point for website users to contact the website owners when they encounteraccessibility problems.

WCAG 2.2: Six Success Criteria

This section is provided for reference purposes only. Please note that the WCAG 2.2 Success Criteria are not part of the judging criteria for the Scheme and will not influence recognition outcomes. Nonetheless, it is strongly recommended to adopt higher accessibility standards to enhance inclusivity and user experience.

Success Criterion	Conformed?	Reference
2.4.11 Focus Not Obscured (Minimum)	N/A Yes No	Ensures that elements receiving keyboard focus are at least partially visible.
2.5.7 Dragging Movements	N/A Yes No	Provides alternatives to dragging gestures for users with motor impairments.
2.5.8 Target Size (Minimum)	N/A Yes No	Sets a minimum size for interactive targets to improve usability.
3.2.6 Consistent Help	N/A Yes No	Requires help mechanisms to be consistently available across pages.
3.3.7 Redundant Entry	N/A Yes No	Prevents users from having to re-enter the same information multiple times.
3.3.8 Accessible Authentication (Minimum)	N/A Yes No	Ensures authentication processes are accessible without requiring cognitive tests.

NOTES

Note 1 – Code scanning report

A code scanning tool (Total Validator v16.6.0) is used for scanning the provided webpages during assessment. This tool is only one of the prevailing code scanning tools available in the market for code review. Organisation may also perform code review using other code scanning tools. Other examples of code scanning tools are given at Section 10.1 of the Web Accessibility Handbook available at the https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/five_test_techniques/

A list of all the error and warning code that generated by the Total Validator are listed below for reference. Note that the same error code may be displayed with a different error messages depending on the circumstances.

Judging Criteria Involved	Error Code	Summary	Detailed Description
W01	E860	[WCAG 2.0 1.1.1 (A)] When using images, specify a short text alternative with the 'alt' attribute	If there is no 'alt' attribute, then assistive technologies are not able to identify the image or to convey its purpose to the user.
W01	E862	[WCAG 2.0 1.1.1 (A)] When using a text alternative it must be meaningful	If the text in the 'text alternative' cannot be used in place of the non-text content without losing information or function then it fails because it is not, in fact, an alternative to the non-text content.
W01	E863	[WCAG 2.0 1.1.1 (A)] The 'title' attribute should be missing or empty when ignoring non-text content	When using <img>, it is valid to have an empty 'alt' attribute for images that have no content, but the 'title' attribute should be missing or empty as well.

----- End of Report -----

1. ASSESSMENT REPORT TEMPLATE (MOBILE APP STREAM) –

GOLD, SILVER, BRONZE&ELDERLY-FRIENDLY AWARD (For Reference Only)

Digital Accessibility Recognition Scheme 2026-2027
(Mobile App Stream)
Assessment Report

Organisation:	**Reference Number:**
App Name:	**Assessment Date:**
App Version:	
Platform (version):	
Download URL:	
Beta Version URL:	
Assessed Screens: Splash screen: Main screen: One-time Setup Wizard / Welcome Screen: Setting Screen: Contact us screen: First level screens 1. 2. 3. Three core business mobile app: (Please propose three core business) 1. 2. 3.	

SECTION I - INTRODUCTION

This report documents the findings of a assessment on the accessibility of the mobile app listed in Page 1. The selected screens are assessed against the judging criteria of **Bronze, Silver, Gold and Elderly-friendly Awards** in the Digital Accessibility Recognition Scheme 2026-2027 (Scheme) —

Bronze Award – providing basic mobile app accessibility features by meeting all 10 judging criteria under Bronze Category

Silver Award – providing basic mobile app accessibility features by meeting all 19 judging criteria under Silver Category

Gold Award – providing more complete mobile app accessibility features by meeting the 4 judging criteria under Gold Category and the 19 judging criteria under Silver Category

Elderly-friendly Award – providing basic mobile app accessibility features by meeting the 14 judging criteria under Elderly-friendly Category

The assessment result presented in this report is based on the first-level screens of the mobile app and may not be exhaustive.

Full list of the judging criteria and the scope of assessment of the Scheme can be found from the **Guide to Application** which is available at https://www.digital-accessibility.hk/en/application/.

SECTION II – SUMMARY OF ASSESSMENT RESULT

The mobile app failed to conform to [*total no. of non-conforming items for Bronze Category*] judging criteria in Bronze Category (out of 10 criteria) , [*total no. of non-conforming items for Silver Category*] judging criteria in Silver Category (out of 9 criteria), [*total no. of non-conforming items for Gold Category*] judging criteria in Gold Category (out of 4 criteria) and [*total no. of non-conforming items for Elderly-friendly Category*] judging criteria in Gold Category (out of 14 criteria) , as summarised below —

Category (No. of Judging Criteria)	**No. of ConformingItems**	**No. of Not-applicable Items**	**No. of Non-conforming Items**	**List of Non-conforming Item(s)** *(More information can be found in Section III)*
Bronze Award (10)				•
Silver Award (9)				•

Gold Award (4)				•
Elderly-friendly Award (14)				•

SECTION III –ASSESSMENT RESULTS ON INDIVIDUAL JUDGING CRITERIA

Note: At maximum 4 examples should be quoted at "Examples of non-conforming items" column for each non-conforming criterion.

Test Method

Short Form	Test Method
MT	Manual Testing with Screen Readers
VR	Visual Review
Others	Testing with Other Tools

For more information about testing techniques, please refer to Chapter 5 of the Mobile Application Accessibility Handbook at https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/maahandbook/

A. BRONZE & SILVER AWARD

Code	Judging Criteria	Conformed?	Examples of non-conforming items	Test Method	Reference
M01	Provide meaningfultext alternative for non-text contents	N/A Yes No	Some images are not provided with meaningful text alternatives.	MT	(Corresponding success criterion in WCAG 2 – 1.1.1 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.1 - Provide text alternatives for non-text content
M02	Make all clickable objects large enough to be tapped	N/A Yes No		VR MT	Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.8 – Make all clickable objects large

					enough to be tapped
M03	Compatible with screen reader	N/A Yes No		MT	Please refer to the Mobile Application Accessibility Handbook, 3.2 Not function properly when using with screen Readers
M04	Provide contact points or email feedback as well as an accessibility statement	N/A Yes No		VR, MT	Please refer to the Mobile Application Accessibility Handbook, Best Practice 4.1 – Provide contact points or email feedback as well as an accessibility statement
M05	Provide clear and simple headings	N/A Yes No		VR, MT	(Corresponding success criterion in WCAG 2 – 2.4.6 [Level AA]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.3 – Provide clear and simple headings
M06	Provide consistent and simple user interface structure	N/A Yes No		VR, MT	(Corresponding success criterion in WCAG 2 – 3.2.3 [Level AA]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 3.1 – Provide consistent and simple user interface structure

M07	Provide navigation for going backward	N/A Yes No		VR, MT	Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.1 – Provide navigation controls for going backward
M08	Text resize functionor text can be zoomed without loss of content	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 1.4.4 [Level AA]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.3 - Provide text resize function to scale up text size or zoom support function (or work well with device's zoom feature) without loss of content
M09	Provide means to close popovers	N/A Yes No			(Corresponding success criterion in WCAG 2 – 2.1.2 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.6 – Provide means to close popovers
M10	Provide alternative means for users to operate the function by complex gesture	N/A Yes No			Please refer to the Mobile Application Accessibility Handbook

M11	Easy to turn off background sound or set as user-initiated only	N/A Yes No		MT	(Corresponding success criterion in WCAG 2 – 1.4.2 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.13 – Easy to turn off background sound or set as user-initiated only
M12	Provide meaningful content sequence	N/A Yes No		MT	(Corresponding success criterion in WCAG 2 – 1.3.2 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.4 – Provide meaningful content sequence
M13	Provide clear and informative links	N/A Yes No		VR, MT	(Corresponding success criterion in WCAG 2 – 2.4.4 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.4 – Provide clear and informative links

M14	Make content easy to be used with assistive technologies	N/A Yes No			(Corresponding success criterion in WCAG 2 – 1.3.1 [Level A]) Please refer to the Mobile Application Accessibility Handbook
M15	Provide transcript, captions or sign language for 30% of pre-recorded videos published in the recent 2 years	N/A Yes No			(Relevant success criterion in WCAG 2 – 1.2.1, 1.2.2 [Level A] and 1.2.6 [Level AAA]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.10 – Provide captions for videos and Best Practice 1.11– Provide sign language for prerecorded videos
M16	Provide alternative means for users to operate the function by moving the device	N/A Yes No			(Corresponding success criterion in WCAG 2 – 2.5.4 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.9 – Provide simple gesture

M17	Provide sufficient time for users to read the content and operate a function	N/A Yes No			(Corresponding success criterion in WCAG 2 – 2.2.1 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.10 – Provide sufficient time for users to read the content and operate a function
M18	Provide accessible animated contents or allow to skip	N/A Yes No			Organisation is recommended to Provide accessible animated contents or allow to skip
M19	Provide input assistance such as proper labels or instructions for user input	N/A Yes No			(Corresponding success criterion in WCAG 2 – 3.3.1 and 3.3.2 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Provide input assistance such as proper labels or instructions for user input

B. GOLD AWARD

Code	Judging Criteria	Conformed?	Examples of non-conforming items	Test Method	Reference
M20	Provide sufficient colour contrast Note1	N/A Yes No		VR	(Corresponding success criterion in WCAG 2 – 1.4.3 [Level AA] & 1.4.11 [Level AA]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.7 - Provide sufficient colour contrast
M21	Provide alternative means for notification	N/A Yes No			Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.8 – Provide alternative means for notification
M22	Provide error prevention for transactions	N/A Yes No			(Corresponding success criterion in WCAG 2 – 3.3.4 [Level AA]) Please refer to the Mobile Application Acc Best Practice 3.7 – Provide means for error prevention (legal, financial, data) essibility Handbook,

M23	Able to abort or undo the function operated by single pointer	N/A Yes No			(Corresponding success criterion in WCAG 2 – 2.5.2 [Level A])
M24	Simplify layout and use flat design	N/A Yes No			• Simplify the layout of the home screen and display the main functions frequently used by the elderly. Consider providing an "Elderly-friendly" layout, or allow the elderly to personalise and place frequently used functions at prominent place so that they can familiar with the operation quickly. • The "flat design" is adopted to make the look and feel simpler, so that users are easier to use the mobile app and increase the readability.
M25	Use colour for differentiation on the basis of clear structure	N/A Yes No			Based on the existing clear structure, use different colours to differentiate the service areas for easy identification by users.

M26	Provide quick link to “Elderly-friendly” Design	N/A Yes No			Provide a quick link on the home screen for easy access if there is an “Elderly-friendly” version of the mobile application. Mobile applications may also provide a prominent switching prompt upon first entry, or offer an option for the “Elderly-friendly” version within the settings page.

WCAG 2.2: Six Success Criteria

This section is provided for reference purposes only. Please note that the WCAG 2.2 Success Criteria are not part of the judging criteria for the Scheme and will not influence recognition outcomes. Nonetheless, it is strongly recommended to adopt higher accessibility standards to enhance inclusivity and user experience.

Success Criterion	Conformed?	Reference
2.4.11 Focus Not Obscured (Minimum)	N/A Yes No	Ensures that elements receiving keyboard focus are at least partially visible.
2.5.7 Dragging Movements	N/A Yes No	Provides alternatives to dragging gestures for users with motor impairments.
2.5.8 Target Size (Minimum)	N/A Yes No	Sets a minimum size for interactive targets to improve usability.
3.2.6 Consistent Help	N/A Yes No	Requires help mechanisms to be consistently available across pages.
3.3.7 Redundant Entry	N/A Yes No	Prevents users from having to re-enter the same information multiple times.
3.3.8 Accessible Authentication (Minimum)	N/A Yes No	Ensures authentication processes are accessible without requiring cognitive tests.

NOTES

Note 1 – Visual review report (using colour contrast checker)

Please supplement the details of non-conforming items for judging criterion M20 using colour contrast checker in the table below.

Mobile App Screen Tested:

Referred Component	Current Ratio	Target Ratio
		4.5:1
		4.5:1
		4.5:1

----- End of Report -----

ASSESSMENT REPORT TEMPLATE (MOBILE APP STREAM) – FRIENDLY MOBILE APPLICATION

(For Reference only)

Digital Accessibility Recognition Scheme 2026-2027 (Mobile App Stream) –Friendly Mobile Application
Assessment Report

Organisation:	**Reference Number:**
App Name:	**Assessment Date:**
App Version:	
Platform (version):	
Download URL:	
Beta Version URL:	
Assessed Screens: Splash screen: Main screen: One-time Setup Wizard / Welcome Screen: Setting Screen: Contact us screen: First level screens 1. 2. 3. Three core business mobile app: (Please propose three core business) 1. 2. 3.	

SECTION I - INTRODUCTION

This report documents the findings of the assessment on the accessibility of the mobile app listed in Page 1. The selected screens are assessed against the judging criteria of **Friendly Mobile App** in the Digital Accessibility Recognition Scheme 2026-2027 (Scheme) ─

The assessment result presented in this report is based on the first-level screens of the mobile application and may not be exhaustive.

Full list of the judging criteria and the scope of assessment of the Scheme can be found from the **Guide to Application** which is available at https://www.digital-accessibility.hk/en/application/.

SECTION II – SUMMARY OF ASSESSMENT RESULT

The mobile application failed to conform to [*total no. of non-conforming items*] judging criteria of friendly mobile app, as summarized below

Category (No. of Judging Criteria)	**No. of Conforming Items**	**No. of Not-applicable Items**	**No. of Non-conforming Items**	**List of Non-conforming Item(s)** *(More information can be found in Section III)*
Friendly Mobile application (4)				•

SECTION III –ASSESSMENT RESULTS ON INDIVIDUAL JUDGING CRITERIA

Note: At maximum 4 examples examples should be quoted at "Examples of non-conforming items" column for each non-conforming criterion.

Test Method

Short Form	Test Method
MT	Manual Testing with Screen Readers
VR	Visual Review
Others	Testing with Other Tools

For more information about testing techniques, please refer to Chapter 5 of the Mobile Application Accessibility Handbook at

https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/maahandbook/

Code	Judging Criteria	Conformed?	Examples of non-conforming items	Test Method	Reference
M01	Provide meaningful text alternative for non-text contents	N/A Yes No	Some images are not provided with meaningful text alternatives.	MT	(Corresponding success criterion in WCAG 2 – 1.1.1 [Level A]) Please refer to the Mobile Application Accessibility Handbook, Best Practice 1.1 - Provide text alternatives for non-text content
M02	Make all clickable objects large enough to be pressed	N/A Yes No		VR, MT	Please refer to the Mobile Application Accessibility Handbook, Best Practice 2.8 – Make all clickable objects large enough to be tapped

M03	Compatible with screen reader	N/A Yes No		MT	Please refer to the Mobile Application Accessibility Handbook, 3.2 Not function properly when using with screen readers
M04	Provide contact points or email feedback as well asan accessibility statement	N/A Yes No		VR, MT	Please refer to the Mobile Application Accessibility Handbook, Best Practice 4.1 – Provide contact points or email feedback as well as an accessibility statement

WCAG 2.2: Six Success Criteria

This section is provided for reference purposes only. Please note that the WCAG 2.2 Success Criteria are not part of the judging criteria for the Scheme and will not influence recognition outcomes. Nonetheless, it is strongly recommended to adopt higher accessibility standards to enhance inclusivity and user experience.

Success Criterion	Conformed?	Reference
2.4.11 Focus Not Obscured (Minimum)	N/A Yes No	Ensures that elements receiving keyboard focus are at least partially visible.
2.5.7 Dragging Movements	N/A Yes No	Provides alternatives to dragging gestures for users with motor impairments.
2.5.8 Target Size (Minimum)	N/A Yes No	Sets a minimum size for interactive targets to improve usability.
3.2.6 Consistent Help	N/A Yes No	Requires help mechanisms to be consistently available across pages.
3.3.7 Redundant Entry	N/A Yes No	Prevents users from having to re-enter the same information multiple times.
3.3.8 Accessible Authentication (Minimum)	N/A Yes No	Ensures authentication processes are accessible without requiring cognitive tests.

----- End of Report -----