



5 Red Flags in Vendor ACRs

A practical checklist for state agencies reviewing VPATs and Accessibility Conformance Reports before procurement approval.

Why this checklist matters

A vendor supplied ACR can be useful, but it is not automatic proof that the product is accessible. Agencies need to verify whether the report is complete, current, specific, and supported by credible testing.

1. The report is vague or overly positive

Watch for broad claims such as Supports without meaningful remarks, exceptions, user impact, testing evidence, or affected features.

2. The product scope is unclear

The ACR should identify product name, version, platform, modules, web interfaces, mobile apps, documents, and any excluded areas.

3. Testing methods are weak or missing

An ACR based only on automated scans is not enough. Look for manual testing, keyboard testing, assistive technology testing, and workflow review.

4. The report is outdated

If the ACR references an old product version, old standard, or has no recent date, confirm whether it still reflects the system being purchased.

5. Exceptions have no remediation plan

Known accessibility barriers should include enough detail to understand severity, impact, planned fixes, timelines, and retesting steps.

Quick agency review questions

Check	Question	Notes
<input type="checkbox"/>	What product version and modules does the ACR cover?	
<input type="checkbox"/>	Was manual WCAG testing performed, or only automated scanning?	
<input type="checkbox"/>	Were keyboard only workflows tested from start to finish?	
<input type="checkbox"/>	Were screen reader or assistive technology workflows evaluated?	
<input type="checkbox"/>	Are conformance remarks specific enough to support a procurement decision?	

Check	Question	Notes
<input type="checkbox"/>	Are exceptions documented with user impact and remediation plans?	
<input type="checkbox"/>	Is the ACR recent enough to match the current product release?	
<input type="checkbox"/>	Was the ACR produced in-house or outsourced to an independent third party?	

Need help validating a vendor ACR?

VPAT Pro reviews vendor VPATs and ACRs, validates accessibility claims, performs manual WCAG testing, and provides clear remediation guidance for agency teams and vendors.

Request a review at vpatpro.com