Date: 02-APR-2013  
Name of Product: Point and Click Solutions OpenSuite Version 12  
(including the optional modules OpenCommunicator, OpenReport, OpenMeasures,  
OpenSurvey, OpenTemplate and Automatic Immunization Compliance)

Contact for more Information:  
David Tan  
email: dtan@pointnclick.com  
phone: 781 272 9800  

Point and Click Solutions Inc.  
6 Lincoln Knoll Lane, #101, Burlington, MA 01803

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1194.21 Software Applications and Operating Systems</td>
<td>Supports</td>
<td>PMS/EMR</td>
</tr>
<tr>
<td>Section 1194.22 Web-based internet information and applications</td>
<td>Supports</td>
<td>Patient Portal</td>
</tr>
<tr>
<td>Section 1194.23 Telecommunications Products</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Section 1194.24 Video and Multi-media Products</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Section 1194.25 Self-Contained, Closed Products</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Section 1194.26 Desktop and Portable Computers</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Section 1194.31 Functional Performance Criteria</td>
<td>Supports</td>
<td>PMS/EMR and Patient Portal</td>
</tr>
<tr>
<td>Section 1194.41 Information, documentation, and support</td>
<td>Supports</td>
<td>PMS/EMR and Patient Portal</td>
</tr>
</tbody>
</table>

Return to the top of the page.

---

Section 1194.21 Software Applications and Operating Systems  
* Refer to (http://www.access-board.gov/sec508/guide/1194.21.htm) for details on the guidelines listed below.
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</td>
<td>Supports</td>
<td>Product functions can be executed from a keyboard and the function itself or the result of performing the function can be discerned textually.</td>
</tr>
<tr>
<td>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</td>
<td>Supports</td>
<td>Applications do not disrupt or disable activated features of other products or the host Operating System that are identified as accessibility features.</td>
</tr>
<tr>
<td>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</td>
<td>Supports</td>
<td>Applications have a well defined on-screen indication of current focus. Our MSAA Focus verification testing has been done with AccExplorer and screen readers – primarily MS Narrator.</td>
</tr>
<tr>
<td>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</td>
<td>Supports</td>
<td>Applications use Assistive Technology identify-able elements. When images are used alt-Tags are provided.</td>
</tr>
<tr>
<td>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</td>
<td>Supports</td>
<td>Labels associated with each functional control that is identified by consistent bitmap images within the applications.</td>
</tr>
<tr>
<td>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</td>
<td>Supports</td>
<td>Applications utilize standard operating system calls to display textual information.</td>
</tr>
<tr>
<td>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</td>
<td>Supports</td>
<td>Applications do not override user selected contrast and color selections and other</td>
</tr>
<tr>
<td>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</td>
<td>Supports</td>
<td>Animations are cosmetic only and can be disabled by the user.</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>---------</td>
<td>--------------------------------------------------------------</td>
</tr>
<tr>
<td>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</td>
<td>Supports</td>
<td>Applications do not use color as the only means of conveying information. There is always a textual indicator of some kind as well.</td>
</tr>
<tr>
<td>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</td>
<td>Supports</td>
<td>The applications that permit a user to adjust color and contrast settings allow a range of color settings to be selected that can provide a range of different contrasts.</td>
</tr>
<tr>
<td>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</td>
<td>Supports</td>
<td>The software does not use any flashing indicators in the range of 2Hz to 55Hz.</td>
</tr>
<tr>
<td>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</td>
<td>Supports</td>
<td>The electronic forms used allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form.</td>
</tr>
</tbody>
</table>

Section 1194.22 Web-based Internet information and applications

* Refer to (http://www.access-board.gov/sec508/guide/1194.22.htm) for details on the guidelines listed below.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) A text equivalent for every non-text element shall be provided (e.g., via &quot;alt&quot;, &quot;longdesc&quot;, or in element content).</td>
<td>Supports</td>
<td>The web component provides a text equivalent for every non-text element.</td>
</tr>
<tr>
<td>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</td>
<td>Not Applicable</td>
<td>The web component does not use multi-media presentations.</td>
</tr>
<tr>
<td>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</td>
<td>Supports</td>
<td>All web pages that convey information by color also provide this information in textual form.</td>
</tr>
<tr>
<td>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</td>
<td>Supports</td>
<td>All web pages are readable without a style sheet.</td>
</tr>
<tr>
<td>(e) Redundant text links shall be provided for each active region of a server-side image map.</td>
<td>Supports</td>
<td>Redundant text links are provided for each active region of server side image maps.</td>
</tr>
<tr>
<td>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</td>
<td>Supports</td>
<td>Client Side Image maps will be provided instead of server-side image maps except where regions cannot be defined with an available geometric shape.</td>
</tr>
<tr>
<td>(g) Row and column headers shall be identified for data tables.</td>
<td>Supports</td>
<td>In the web component row and column headers shall be identified for data tables.</td>
</tr>
<tr>
<td>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</td>
<td>Supports</td>
<td>In the web component, markup is used to associate data cells and header cells for data tables.</td>
</tr>
<tr>
<td>(i) Frames shall be titled with text that facilitates frame identification and navigation</td>
<td>Supports</td>
<td>In the web component, frames are used sparingly and titled for navigation.</td>
</tr>
<tr>
<td>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</td>
<td>Supports</td>
<td>In the web component, pages have no flashing components</td>
</tr>
<tr>
<td>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</td>
<td>Supports</td>
<td>A text only page will be provided where ever necessary.</td>
</tr>
<tr>
<td>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</td>
<td>Supports</td>
<td>Scripted pages provide functional text that can be read by assistive technologies.</td>
</tr>
<tr>
<td>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with À1194.21(a) through (l).</td>
<td>Not Applicable</td>
<td>No applets or plugins are required</td>
</tr>
<tr>
<td>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</td>
<td>Supports</td>
<td>All online forms support assistive technologies.</td>
</tr>
</tbody>
</table>
(o) A method shall be provided that permits users to skip repetitive navigation links. Supports

We have carefully avoided all repetitive navigation in the user interface.

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. Supports through Equivalent Facilitation

The only timed response is a security feature to disconnect idle sessions. Sites can control the duration of the timeout but the system currently does not allow an extension of the session. This is not so much a timed response as an idle system disconnect. Any activity on the system will keep the session active.

### Section 1194.31 Functional Performance Criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</td>
<td>Supports</td>
<td>The system supports the use of assistive technology for the blind and visually impaired. The applications were tested with MS Magnifier, MS Narrator and JAWS.</td>
</tr>
<tr>
<td>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</td>
<td>Supports</td>
<td>The system supports use by users with visual acuity less than 20/70. This is achieved through a combination of magnification and AT tools such as JAWS.</td>
</tr>
<tr>
<td>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.</td>
<td>Supports</td>
<td>The system does not require operator hearing in order to be fully functional.</td>
</tr>
<tr>
<td>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</td>
<td>Not Applicable</td>
<td>Audio information is not important to the use of the product.</td>
</tr>
<tr>
<td>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</td>
<td>Supports</td>
<td>User speech is not required for use of the product.</td>
</tr>
<tr>
<td>(f) At least one mode of operation and information</td>
<td>Supports</td>
<td>The system is able to operate</td>
</tr>
</tbody>
</table>
retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | without the use of fine motor control, simultaneous action, limited reach or strength.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.</td>
<td>Supports</td>
<td>All documentation is provided on line and can be made available in alternate formats upon request, at no additional charge.</td>
</tr>
<tr>
<td>(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</td>
<td>Supports</td>
<td>Point and Click Solutions will provide access to a description of the accessibility and compatibility features upon request at no additional charge.</td>
</tr>
<tr>
<td>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</td>
<td>Supports</td>
<td>Point and Click Solutions technical support services, training services, and training facilities are fully equipped to accommodate the communication needs of end-users with disabilities. For hearing impaired clients we support email, web forms and IM. All training Webinars are also provided as PDF format eDocuments.</td>
</tr>
</tbody>
</table>
Vendor Capacity to Respond

I certify that the foregoing is true and complete as to the product indicated as of the date due above and acknowledge that the California State University ADA Compliance Office and University Procurement Services may void or cancel a procurement based upon erroneous or false information.

Authorized Signature

Printed Name  David Tan

Title  President

Date  02-APR-2013