

Annual Report on Information and Communications
Technology Accessibility Act for 2026

TO THE MEMBERS OF THE GENERAL ASSEMBLY



**DEPARTMENT OF
GENERAL SERVICES**

October 1, 2026

Executive Summary

Under the Information Technology Access Act, Virginia Code § 2.2-3500 et seq., each executive branch agency must report annually to the General Assembly on any Information and Communications Technology (ICT) that does not conform with accessibility, as defined therein, and that is not included in the exceptions found in 28 C.F.R § 35.201 or 36 C.F.R. Part 1194, Appendix A, § E 202. Reporting agencies are required to provide an estimate of the fiscal impact involved in bringing such technologies into compliance with federal and state laws and regulations.

The Department of General Services (DGS) has reviewed, scanned, and analyzed the accessibility of its ICTs and the exceptions provided in federal and state law to complete the initial assessment. DGS has identified 17 ICTs that do not conform with accessibility and are not eligible for exceptions. The estimated fiscal impact to remediate these non-compliant ICTs into conformance is just under \$700,000. DGS plans to integrate the remediation efforts into the ordinary course of development of the non-compliant systems.

Identifying ICTs

Information and Communications Technology is defined in Va. Code § 2.2-3501 to mean “any website, application, or other product or service primarily intended to fulfill or enable the function of information processing and communication by electronic means, including transmission and display via the Internet.” The Department of General Services (DGS) identified 30 ICTs in use. These are listed below:

Application Name	Exception	Compliance Status	DGS Division	Description
Mercury	NO	Compliant	Director's Office - Office of Information Systems and Services	DGS Helpdesk – technology issue and request tracking
ISAS Model	NO	Compliant	Director's Office – Information Security	Information Security Access System –captures user add/remove/change to IT system access
ISAS Canvas	NO	Compliant	Director's Office – Information Security	ISAS application front end
MPR	NO	Compliant	Director's Office – Human Resources	Monthly position report - detailed position information
VITA Bill	NO	Compliant	Director's Office – Office of Information Systems and Services	Parses the VITA bill into charges by DGS cost codes to provide visibility, cost transparency and create the associated interagency transfer
DGS Website	NO	Compliant	Agency	Agency public facing webpage
BITS	YES	In-House Developed – Being Rewritten- Full implementation in 2028	Division of Engineering and Buildings	Building Information tracking system - used to manage project reviews and inspections and to process key project-related forms
COVATrax Portal	NO	Compliant	Division of Real Estate Services	Portal that allows agencies to review and update their existing real estate records and add new records for reporting by DGS Division of Real Estate Services
PayPort 2	NO	Compliant	Agency	DGS online payment portal

DCLSCoconnect	NO	Compliant	Division of Consolidated Laboratory Services	Online laboratory test results portal
DGS ECommerce DW	NO	Compliant	Division of Consolidated Laboratory Services	Online payment portal for drinking water kits
DGS ECommerce Labcert	NO	Compliant	Division of Consolidated Laboratory Services	Online payment portal for laboratory certification
Nbsvi	NO	Compliant	Division of Consolidated Laboratory Services	Newborn Screening Variant Interpretation - compare variants found in patient samples to data published in public databases to classify the variant
eVA (Homepage)	NO	Compliant	Division of Purchases and Supply	Landing page for Virginia's electronic procurement system, eVA
eVA Billing	NO	Compliant	Division of Purchases and Supply	Billing portal for Virginia's electronic procurement system, eVA
eVA Dashboard	NO	Compliant	Division of Purchases and Supply	Information dashboard for Virginia's electronic procurement system, eVA
eVA Customer Care (IssueTrak)	NO	Compliant	Division of Purchases and Supply	Helpdesk for Virginia's electronic procurement system, eVA
VDC Catalog Non-Punchout (Aptean)	NO	Compliant	Division of Purchases and Supply - Virginia Distribution Center	Virginia Distribution Center's Online product catalog
FedSurp (AssetWorks)	YES	Vendor Developed – timeline unknown	Division of Purchases and Supply	Federal Surplus property inventory
Class Registration	YES	Vendor Developed – timeline unknown	Division of Engineering and Buildings	Online class registration portal
Parking Coordinator (AIMS 9)	YES	Vendor Developed – Pending RFI/RFP	Division of Capitol Square Services Office	Parking management application

			of Parking and Badging	
M5	YES	Vendor Developed – Scheduled Migration	Division of Fleet Management Services	Vehicle management system
Gemini	YES	Vendor Developed – timeline unknown	Office of Information Systems and Services	Application problem/bug management tracking and remediation system
Microsoft DevOps	YES	Vendor Developed – timeline unknown	Office of Information Systems and Services	Tools to support the software development lifecycle
eQuip	YES	Vendor Developed – timeline unknown	Division of Consolidated Laboratory Services	Inventory management system for lab test consumables such as reagents and other testing supplies
eQMS	YES	Vendor Developed – timeline unknown	Division of Consolidated Laboratory Services	Quality management system – manages standard operating procedures, policies and processes
DTRA	YES	Inactive System	Division of Consolidated Laboratory Services	Dynamic Test Registration Application – created in partnership with VDH to support COVID testing efforts. Remains available to flatten implementation timeline in the event of a health emergency
VDC iWMS	YES	Under RFP	Division of Purchases and Supply - Virginia Distribution Center	Warehouse management system – warehouse inventory
DPS Flag Store	YES	Vendor Developed- replacement under evaluation	Division of Purchases and Supply	Public facing storefront to purchase Commonwealth flags
DGS Financials	YES	Heavily Customized – Reimplementation Underway	Agency	DGS PeopleSoft Financial System

Exceptions

DGS performed additional analysis to determine whether any of the non-compliant ICTs met exceptions found in either 28 C.F.R § 35.201 or 36 C.F.R. Part 1194, Appendix A, § E 202. The identified systems are vendor developed or in the process of being replaced. Twelve of these were deemed to pose an undue burden as ADA compliance can only be performed by the vendor without invalidating our support contract. In each case DGS will confirm pathway and progress toward accessibility requirements in addition to actively requesting required documentation.

Five of the systems are scheduled for upgrade or being evaluated for replacement, which will present an additional window for standards conformity.

The thirteenth system, the Division of Engineering and Building's Building Information Tracking System (BITS), was developed in-house and is being updated and redesigned which will address its accessibility issues.

No Exceptions – Remediation Effort and Costs

DGS's analysis of whether non-compliant ICTs met exceptions found in 28 C.F.R § 35.201 or 36 C.F.R. Part 1194, Appendix A, § E 202 determined that 17 applications did not meet such exceptions. DGS estimates the time and costs to remediate each of the non-compliant systems into conformance as required are shown in the following table.

Application	% Compliance	Estimated Hours	Cost
Mercury	50	500	\$55,000
ISAS Model	50	500	\$55,000
ISAS Canvas	50	500	\$55,000
MPR	50	500	\$55,000
VITA Bill	50	500	\$55,000
DGS Website	93.5	65	\$7,150
COVATrax Portal	94.8	52	\$5,720
PayPort 2	94.7	53	\$5,830
DCLSCoconnect	50	500	\$55,000
DGS ECommerce - DW	50	500	\$55,000
DGS ECommerce - Labcert	50	500	\$55,000
Nbsvi	50	500	\$55,000
eVA (Homepage)	96	40	\$4,400
eVA Billing	92.8	72	\$7,920
eVA Dashboard	94.6	54	\$5,940
eVA Customer Care (IssueTrak)		1000	\$110,000
VDC Catalog Non-Punchout (Aptean)	50	500	\$55,000
	Total	6,336	\$696,960

DGS plans to remediate the non-compliant systems in the ordinary course of the agency IT development and implementation efforts.