



THE BUILD-FOR-ALL HANDBOOK

Good intentions are not enough

Background information for raising the awareness of decision makers and public servants about the importance of accessibility in the built environment for all citizens.

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2. Handbook Introduction

This Handbook provides background information for raising the awareness of decision makers and public servants about the importance of accessibility in the built environment for all citizens, and the supporting role that Public Procurement can play in achieving this. The Handbook is specifically aimed at those who wish to know about the provisions of the European Union Directives on Public Procurement Procedures, and the importance of accessibility and the “Design for All”⁷ approach.

The Handbook will be especially useful to elected members of Local, Regional and National government and to managers who have to weigh up whether or not to include a particular set of criteria in a call for tender or to adopt new policies within their administration, reflecting equal opportunities in society.

This Handbook therefore addresses a wide range of issues, which administrations might take into account to bring accessibility issues into focus. Further reference material is listed in the Appendices and in the Bibliography.

Motivation:

- Did you know that by including accessibility in Public Procurement tenders, you will promote social inclusion, contribute to full employment, save public money and ultimately foster economic growth?
- Did you know that Public Procurement transactions account for approximately 16% of the European Union's GDP, equivalent to 1500 billion Euros per year?
- Did you know that Public Procurement rules have a direct impact on the daily lives of European citizens?
- Did you know that disabled people, older people and other persons with temporary reduced mobility together make up 40% of the population of Europe?
- Did you know that, according to UN figures, 34.5% of the European population will be aged 60+ in 2050 compared to 20.3% in 2000?
- Did you know that European and national legislation are increasingly requiring disability access to the built environment and to public works?

⁷ For a description of the “Design for All” approach, please refer to section (3).



3. The Importance of Full Accessibility and “Design for All”

In recent years, European planners, designers and proponents of accessibility, have laid particular emphasis on the practice of “Design for All” as an approach to design and construction that can contribute to full accessibility.

“*Design for All*” is a process of proofing decision-making for the achievement of social inclusion. One of the major characteristics of this process is that that it is driven by decision makers at all levels of government, local government, corporate business, industrial and commercial sectors.

“*Design for All* is design for human diversity, social inclusion and equality. This holistic and innovative approach constitutes a creative and ethical challenge for all planners, designers, entrepreneurs, administrators and political leaders.

Design for All aims to enable all people to have equal opportunities to participate in every aspect of society. To achieve this, the built environment, everyday objects, services, culture and information - in short, everything that is designed and made by people to be used by people - must be accessible, convenient for everyone in society to use and responsive to evolving human diversity”.

(Stockholm Declaration, 2004)

The methodology of Design for All ultimately applies to the creation of:

- **Enabling environments:**
Featuring physical and intellectual accessibility and the sustainability of built structures, together with their impact on work, mobility and leisure within the community
- **Enabling processes:**
Consisting of legal frameworks impacting on the environment and affecting planning, procurement processes as well as the way in which project briefs are structured.
- **Enabling interfaces:**
designing products, services or systems that eliminate social exclusion and functional difficulties experience by an individual by providing compatibility between the user and physical or virtual activities.
- **Enabling society:**
Involving the Integration and inclusion of all marginalise groups thus freeing society from prejudice and other negative social attitudes.



Who benefits from the Design for All approach?

People with disabilities and older people are the most obvious beneficiaries of a fully accessible environment, but it must be emphasised that people of all ages and abilities appreciate the advantages of accessible surroundings and facilities.

Design for All is recognised as an important tool for ensuring physical accessibility for people with physical disabilities, but there are many other types of accessibility which depend on mental and social factors. If our surroundings have been designed to take into account the diversity of human dimensions, perceptual, motor and cognitive abilities, they can better support human functioning.

“... dimensional, perceptual, motor and cognitive diversity have to be taken into account when developing environments because everybody has the WISH, the NEED and the RIGHT to be independent, to choose his/her way of life and to live it without the environment putting barriers in his/her way” .

Source: ECA – European Concept for Accessibility – Technical Assistance Manual, 2003

During the human life cycle, changes are inevitable. Everybody happens, at some point in their lives, to have temporary problems interacting with the environment. Some changes may be brought forward or postponed as a result of an individual's attitude to their surroundings: what they feel is possible or not. It is also the case that accidents, illnesses or personal choices also affect ways of relating to the environment, especially when it is not possible to avoid certain places or to choose when to be there.

The importance of promoting Design for All in the context of Public Procurement is that it significantly helps to raise the quality of life for all citizens.

EIDD (European Institute for Design and Disability), on the occasion of its Annual General Meeting in Stockholm on 9 May 2004, adopted the following Declaration:

Across Europe, human diversity in age, culture and ability is greater than ever. We now survive illness and injury and live with disability as never before. Although today's world is a complex place, it is one of our own making, one in which we therefore have the possibility - and the responsibility - to base our designs on the principle of inclusion.

Design for All is design for human diversity, social inclusion and equality. This holistic and innovative approach constitutes a creative and ethical challenge for all planners, designers, entrepreneurs, administrators and political leaders.

Design for All aims to enable all people to have equal opportunities to participate in every aspect of society. To achieve this, the built environment, everyday objects, services, culture and information - in short, everything that is designed and made by people to be used by people - must be accessible, convenient for everyone in society to use and responsive to evolving human diversity.



4. The social model of disability within the concepts of Design for All and Corporate Social Responsibility

Design for All recognizes that “*Inclusion*” equals “*Accessibility*” and applies to social, cultural, intellectual and environmental conditions. Thus it challenges decision makers to ensure accessibility to the built environment, transport facilities and public spaces.

Based on the **Social Model of Disability** (cf. Appendix 4), Design for All is design for human diversity, social inclusion and equality. The social model of disability recognises that when a person loses the use of a particular function they employ alternative functions to cope with living situations. For example:

- a blind person uses touch and sound,
- a deaf person uses touch and sight,
- a person who cannot walk uses a wheelchair to become mobile.

The problem then arises when the environment does not permit them to use that function, as described in the following situations:

- a blind person uses non-visual means to obtain information and becomes disabled from reading when books are only available in print,
- a blind person is disabled when traffic signals are given silently by means of coloured lights,
- similarly, a deaf person operates through tactile and visual means and is disabled when fire alarms are only given by means of a ringing bell or howling siren,
- a person who cannot walk overcomes the problem of immobility by using a wheelchair to allow him or her to move around but becomes disabled when presented with a step at the entrance to a building or a door that is too narrow.

“The disadvantage or restriction of activity caused by a contemporary social organisation which takes little or no account of people who have a physical, sensory, learning, mental health or emotional impairment and thus excludes them from participation in the mainstream of social activities.”

As quoted in Fundamental Principles of Disability, Union of Physically Impaired Against Segregation (UPIAS) London, 1976.

The concept of **Corporate Social Responsibility**⁹ is increasingly pressed for by political decision makers at all levels of Government and, as a result, is increasingly being

⁹ Corporate Social Responsibility is defined by the European Commission as “a concept whereby companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders on a voluntary basis” Source: <http://europa.eu.int/scadplus/leg/en/lvb/n26034.htm>



highlighted as an important criterion in Public Procurement decisions. That is to say that there is a growing tendency to require that companies who are entrusted with the execution of large public works contracts are actively engaged in pursuing Corporate Social Responsibility within their structures.

Corporate Social Responsibility

- is a concept of business ethics based on the principle that companies have stakeholders who are broadly defined as any person or group affected by the activities of the company. The idea of Corporate Social Responsibility is that a company should be accountable to its stakeholders for all of its actions. For this reason the Corporate Social Responsibility focuses on how companies should identify and “engage” stakeholders and how they should determine, measure and report the impact of their activities on others
www.ethicaltrade.org/Z/ethtrd/gloss/index.shtml
- highlights the voluntary role of business in contributing to a better society and a cleaner environment beyond its financial and capital commitments
www.smallbusinessseurope.org/Glossary/
- is concerned with treating the stakeholders of the firm ethically or in a socially responsible manner. Stakeholders exist both within a firm and outside it. Consequently, socially responsible behaviour will increase the human development of stakeholders both within and outside the corporation.

Source: Michael Hopkins: A Planetary Bargain: Corporate Social Responsibility Comes of Age (Macmillan, UK, 1998)

Corporate Social Responsibility recognises that the problems preventing social inclusion are structural in essence and result neither solely nor primarily from an individual's disabilities but from economic, social and technological changes occurring throughout human society. This is the same concept that is expressed in the social model of disability on which Design for All is based.

The European Commission¹⁰ recognizes that *“Within a business, Corporate Social Responsibility relates to quality employment, lifelong learning, information, consultation and participation of workers, equal opportunities, integration of people with disabilities, anticipation of industrial change and restructuring.”*

Preventing and combating exclusion demands effort and the involvement of the persons experiencing exclusion together with national, regional and local authorities, welfare associations, non-governmental organisations, social partners and businesses.

¹⁰ Communication from the Commission concerning Corporate Social Responsibility: A business contribution to Sustainable Development COM(2002) 347 final



5. Design for All Considerations in Public Procurement

There are significant benefits and advantages to be gained by adopting the Design for All approach in the preparation of calls for tender for public works.

The Design for All process takes into account human diversity, social inclusion and equal opportunities embedded in the legislative framework and regulations relating to equality. Design for All is a process that enables contractors as well as procurement bodies to evaluate and assess the impact of their decisions regarding public procurement.

The inclusion of the process of Design for All will ensure that account is taken of:

- The Rights of all people across all grounds of the Equality Agenda including migrant workers
- New employment opportunities
- Health and Safety measures extended to all people who are protected by equality legislation and regulations
- Improved community relations and morale of personnel within procurement and contracting bodies
- Corporate social responsibility
- Cost benefits in availing of employment regulations within the social inclusion agenda
- The Sustainability and accessibility of the built environment
- The creation of a win-win situation for everybody to enjoy

The benefits and advantages of Design for All accrue to all actors in the procurement process in many ways. In particular, the standing of the Contracting Authority in the community will be reinforced by budgetary and social benefits achieved through creating accessible friendly environments and services that encourage more people to make use of public facilities.

Alongside the principal advantages and benefits listed above, there are other benefits that arise from the adoption of the Design for All philosophy:

Social Impacts and Opportunities

The population of the European Union is a diverse population. It is made up of people of different social, historical, economical, cultural and religious backgrounds. This diversity will increase as new countries join the Union. Accordingly, there is a need to create environments that are accessible for all and that bring economic and social opportunities to all. The Design for All approach is one of the most important solutions for the future of Europe and offers opportunities to advance social inclusion and economic development within the community. These new opportunities apply to society as a whole, as well to businesses and individual persons.



Demographic Change in Europe

Europe is facing an important demographic change¹¹. The most significant impact will be the ageing population in Europe. By 2050, 34.5 % will be over 60 years old. Since there is a strong correlation between getting older and increasing prevalence of functional impairments, an accessible environment is imperative for maintaining an active ageing population.

Environments designed and built according to Design for All and accessibility principles - including a choice of materials that do not prejudice peoples' health or provoke allergies - will ensure that older persons and disabled persons are able to enjoy their independence over the longer term.

An accessible building stock and built environment allows full social participation and offers the opportunity for:

- Safer and healthier use
- More comfortable use
- More efficient use

Thus, the adoption of this approach increases the demonstrable factors that allow a Contracting Authority to show to its constituency that it is taking its public duties seriously.

Economic Impacts and Opportunities

Disabled persons and older persons represent a significant consumer market that is both insufficiently catered for at the present time and under-exploited.

When it is realised that applying accessibility criteria has no negative effects on other groups in the population, there is no reason why their use should be limited or curtailed.

There are strong socio-economic and market incentives to apply the Design for All, accessibility and usability approaches that should go hand in hand with everyday development and evolution of the built environment.

Example: Study on Accessibility in the tourism industry

A study on the behaviour of disabled travellers and other travellers with activity limitations in Germany has shown that:

36 % did not travel because the service proposed was not accessible

48 % would travel more often if the service provided was more accessible

62 % would spend more to pay for accessible services

17 % travelled abroad because of more accessible offers

Source: Federal Ministry of Economics and Labour, 2004

¹¹ 2005 EU Green Paper on demographic change:

http://europa.eu.int/comm/employment_social/social_situation/green_paper_en.html



6. About the EU Public Procurement Directives

The principal aim of the Directives coordinating the award procedures for Public Procurement is to ensure that the taxpayers' money is spent in such a way that "best value for money" is achieved thus respecting, at the same time, the principles of equal treatment, non-discrimination and transparency.

The revised Public Procurement Directives¹² offer scope for contracting authorities to consider social and accessibility issues. Public authorities, at all levels, are being encouraged to positively implement these provisions as far as the new rules allow.

The Directive provides for

- technical specifications (Art. 23 and Ann. VI) cf. PHASE 1
- criteria for qualitative selection (Art. 45-52) cf. PHASE 2
- contract award criteria (Art. 53) cf PHASE 3 and, finally
- conditions of performance of contracts (Art. 26) cf PHASE 4

These categories, each in a different way, allow the inclusion of accessibility aspects in Public Procurement procedures.

In this way the Directives can positively influence the inclusion and employment of people with disabilities and unemployed people, the safety of the workplace or even social care fiscal obligations.

Generally speaking, the main goal of public procurement has a substantial economic character (i.e. best value for money) and cannot be subject to goals with completely different character as for instance in the social field, which should be achieved through specific instruments.

Therefore it has to be pointed out, that including accessibility elements and criteria in the various stages of public works is allowed only within the limits of Court of Justice jurisprudence (recitals 1 and 2 of Directive no.18/2004). Namely the latter made clear that social criteria can be used only if they are:

- directly connected with the subject matter being procured
- do not allow the contracting authority a unconditional freedom of choice
- expressly referred to in tender documents

¹² DIRECTIVE 2004/17/EC

Of the European Parliament and of the Council, 31st March 2004

Coordinating the Procurement procedures of entities operating in the water, energy, transport and postal services sectors.

and

DIRECTIVE 2004/18/EC

Of the European Parliament and of Council of the of 31st March 2004

Coordinating the procedures for the award of public works contracts, Public supply contracts and public service contracts.



- in compliance with basic principles of the Treaty (free circulation of goods, freedom of establishment and free service performance) as well as with the principles stemming from it (equal treatment, non discrimination, mutual assistance, proportionality and transparency)

Based on a comment from: ANCE - Associazione Nazionale Costruttori Edili

General Description of the Directives

Accessibility criteria can be introduced as technical specifications or performance conditions in both, the “lowest-price” and the “most economically advantageous” tender procedure, however, accessibility issues, as award criteria, can only be considered in the case of the most economically advantageous offer.

A Public Procurement procedure consists of several successive phases, each of which allows, to a varying degree, taking environmental and social criteria (of which accessibility criteria are a part) into consideration. In any case, the basic principles of equal treatment, non-discrimination and transparency remain to be respected throughout all phases.

PHASE 1 Identification of the needs, preparation of the tender notice

The public client has to identify its needs. This consists of defining the subject-matter of the contract, as well as drafting the contract notice, including technical specifications and contract performance conditions (refer also to PHASE 4). Only if all of these have been published can those offering their services (tenderers) be expected to correctly respond to a call for tender.

Accessibility criteria, of a technical nature, can be included in the technical specifications, where appropriate with references to technical standards. These define the characteristics of the building or goods to be purchased.

PHASE 2 Selection of the qualified contractors

Once the public client has received the tenders, they have to evaluate the offers of the tenderers on the basis of the so-called "selection criteria". The selection phase serves to exclude those tenderers who are not qualified for the job. Tenderers who do not satisfy the selection criteria, will be excluded from the subsequent phases of the procedure.

The “classical” Directive (2004/18/EC) deals with the "criteria for qualitative selection" in Articles 45 to 52. Tenderers that have been convicted ("final judgment") for organised crime, corruption, fraud or money laundering shall be excluded from participation in the procedure. Tenderers having been convicted ("final judgment") for a list of other things may be excluded. In this list, there is reference to offences concerning professional conduct¹³ and not fulfilling obligations relating to payment of social security or taxes.

¹³ Recital 43: Non-observance of national provisions implementing the Council Directives 2000/78/EC (1) and 76/207/EEC (2) concerning equal treatment of workers, which has been the subject of a final judgment or a decision having equivalent effect may be considered an offence concerning the professional conduct of the economic operator concerned or grave misconduct.



At the selection stage, accessibility criteria can be introduced under the heading of "technical and/or professional ability" (see 2004/18/EC, Art. 48). For example, a list of accessible works carried out over the past five years, an indication of the specialised accessibility technicians or technical bodies involved, a description of the technical facilities and measures for ensuring quality and respect of accessibility criteria, the educational and professional qualifications of the persons who will be chosen to deliver the expertise required in the execution of the contract.

PHASE 3 Evaluation of the tenders, award of the contract

Once the unqualified tenderers are eliminated from the procedure, the public client is left with the tenders submitted by qualified tenderers and can now proceed to the material evaluation of the tenders. This evaluation is based on the so-called "award criteria" (2004/18/EC, Art. 53).

In the case of the award being made to the most economically advantageous tender, from the point of view of the Contracting Authority, such award criteria must be linked to the subject matter of the public contract in question. The Directive gives the following examples: quality, price, technical merit, aesthetic and functional characteristics, environmental characteristics, running costs, cost effectiveness, after sales service and technical assistance, delivery date and delivery period or period to completion.

PHASE 4 Execution and performance of the contract

Once the Contracting Authority has awarded and signed the contract, they should monitor the correct implementation of the contract and all obligations deriving there from, including the "contract performance clauses" mentioned above and described at the Contract Notice stage of the procedure.

It should be noted that the Public Procurement Directives do not set out procedures or conditions for this stage of the procurement of a work. This is because the procedures set out in the Directives will have been fulfilled at this point.

Social criteria can be included as contract performance conditions.

For example:

- to recruit more disabled persons than are required under national legislation
- to favour on-site vocational training
- to employ of people experiencing particular difficulty in achieving integration
- to fight against unemployment
- to recruit long-term job-seekers
- to implement training measures for the unemployed or young persons
- to comply in substance with the provisions of the basic International Labour Organisation (ILO) Conventions, assuming that such provisions have not been implemented in national law.



As these contract performance conditions are part of the contract, they have to be respected by the appointed contractor (the “winner” of the procedure) during the execution of the contract, but not earlier. Each tenderer is deemed to have based their tender on the published conditions. Consequently, respect of such performance conditions is an integral part of the contract and must not be used as a selection or award criterion.

Key elements of the Directive from an Accessibility Perspective

- 1) When drawing up a call for tender, public authorities are required **to identify all of the characteristics** that the product, works or service will have to meet. Rules and an outline of the kind of characteristics that can be included are specified in the Articles and Annexes of the Directives that relate to technical specifications of a tender. In particular, the EU Directives refer specifically to technical specifications relating to accessibility for disabled people and Design for All requirements
- 2) Public authorities can also decide **to impose contract performance conditions** on the company that wins a call for tender. These may range from environmental requirements to accessibility requirements to the obligation to employ a certain percentage of disabled people to do the job. However, any such conditions must be set out in the call for tender so as to allow tenderers to take account of them in their offers
- 3) The Directives also include rules on the possibility to **reserve contracts** for certain kinds of companies, which benefit undertakings such as sheltered workshops¹⁴ that employ a majority of people with disabilities
- 4) **Social considerations** such as accessibility and employment of disabled people can be a selection criterion to the extent that a firm does not respect a statutory obligation to employ disabled persons or engages in discrimination and is convicted. It can also be a "contract performance condition", to be respected by the successful tenderer. These must be specified in the call for tender
- 5) When making the final choice for a tender, according to the most economically advantageous tender, public authorities can take accessibility and social considerations into account under some conditions.

¹⁴ Under certain conditions, and concerning accessibility criteria, there is a partial exception to some of these principles, called a "special arrangement" in the classical Directive (2004/18). In fact, Art. 19 (explained in recital 28) gives the possibility to reserve the right to participate in a Public Procurement procedure to "sheltered workshops" or to programmes in which most of the employees concerned are disabled persons who "cannot carry on occupation under normal conditions".



7. Points to consider

In this section the main points that should be considered in following the procedures presented in the Public Procurement Directives for the preparation of a call for tenders are set out.

The most important point to consider is **the fact that the Public Procurement Directives allow for the inclusion of social and environmental criteria and that it specifically mentions "accessibility criteria for people with disabilities" and "design for all users" as being valid criteria that should, wherever possible, be taken into account when defining technical specifications** (Article 23, §1). Although this means that the inclusion of social and environmental (Article 53 §1a) considerations is optional in the text of the European Union Directives, it is clearly a strongly expressed wish of the European Union that they be included, as stated in the first two introductory recitals. It is therefore essential that in transposing the requirements of the EU Directives into the national law, these are studied and understood by those preparing calls for tender.

In cases where the national law does not require the inclusion of social and environmental considerations or criteria and where there is no other law requiring the implementation of a Design for All approach (such as Disability Acts), it is recommended that Contracting Authorities still include accessibility and Design for All in the criteria for the realisation of public works contracts.

Having studied the text of the Directives, the Build-for-All partners wish to highlight the main points that need to be considered as being desirable for inclusion in the calls for tender and in the procedures that surround the award of contracts for the execution of public works contracts.

1. Accessibility as part of social and environmental considerations.

Relevant Articles and Recitals:

Article 2 – Recitals 1 & 2

Recitals 1 and 2, which between them, set out the general background for the Directives, support the inclusion of social and environmental considerations in the awarding phase of contracts. These recitals are to be read in conjunction with Article 2, which states unequivocally that Contracting Authorities shall treat economic operators equally, without discrimination and in a transparent manner, and Article 53 on the award criteria.

These provisions therefore allow for the full inclusion of accessibility and Design for All approaches.

2. Design for All and accessibility in the technical specifications of a contract.

Relevant Articles and Recitals:

Article 23, §1- Recital 29 & Annex VI



Article 23, §1, as mentioned in the introductory text specifically mentions the inclusion of accessibility and Design for All principles in the context of the technical specifications that a Contacting Authority can include in the call for tenders.

These specifications are further detailed in Annex VI.

3. All electronic means of communication and all documents used in the procedures must, in accordance with the principles of equal treatment and non-discrimination, be available in accessible formats.

Relevant Articles and Recitals:

Article 23 & Recital 29

Article 28

Article 29

Article 38

Article 39

Article 40

Article 41

Article 42

Article 44

Article 54 & Recitals 12, 13, 14

The large numbers of references relevant to this point are the Articles that describe the procedures that are open to Contracting Authorities to choose in deciding on how to structure a call for tender. It is important to realise that many economic operators that will receive the documents may employ disabled persons and so it is essential, to achieve the non-discrimination and transparency requirements of the Directive, to ensure that they are accessible to all persons. For example, this means that calls for tender cannot be available in print alone and that any electronic means used, including equipment, is in compliance with WAI¹⁵ guidelines or similar national guidelines.

The same principles must be applied to the procedures adopted for possible "technical dialogues" before launching an award procedure (Recital 8) with economic entities so that all participating persons have full access to all relevant information.

4. The Directives permit, under certain conditions the reservation of contracts to sheltered Workshops.

Relevant Articles and Recitals:

Article 19

Recital 28

¹⁵ The Web Accessibility Initiative (WAI) works with organizations around the world to develop strategies, guidelines, and resources to help make the Web accessible to people with disabilities. Source: <http://www.w3.org/WAI/>



These provisions of the Directive are aimed at guaranteeing equal opportunities for all and they contribute to integration into society of people with disabilities.

Contracting Authorities should consider the possibility of taking up this option as often as it can reasonably be pursued as it demonstrates a clear commitment to corporate social responsibility.

5. The inclusion of Design for All and accessibility principles in the various criteria and conditions for the performance of contracts is encouraged by some of the provisions of the Directives.

Relevant Articles and Recitals

Article 26 & Recitals 33, 44

Article 27 & Recitals 34, 43 (at the end)

Article 34

The various contract performance clauses can, in particular, relate to social and environmental matters and, therefore, to accessibility and they should be disability-proofed in order that they are non-discriminatory.

Some provisions also allow for the exclusion of tenderers, in the selection phase, that have been convicted for breach of social and employment legislation, including measures fighting discrimination of disabled people in employment.

The inclusion of these principles will assist Contracting Authorities to define and demonstrate non-discriminatory criteria in consultation with people with disabilities.

6. The Directive allows for the assessment of the technical and/or professional ability of tenderers to be undertaken.

Relevant Articles

Article 48

Article 52

Recital 45

These provisions of the Directives are very important to the potential to successfully introduce and implement accessibility and Design for All criteria and relate to the power of the Contracting Authority to assess the expertise on offer from an economic operator and to use this as a criterion for selection. It is therefore particularly important to ensure that tenderers are requested to demonstrate the level and quality of skills that they can bring to the project in the field of accessibility and Design for All. Furthermore they will allow the Contracting Authority to require that specific expertise and successful experience in the field of accessibility and Design for All is proven (cf TOOLKIT 11.05 to 11.07).

7. Only using the "most economically advantageous" approach to the choice of contractor allows the weighted evaluation of Design for All and accessibility criteria for the award of the contract.