

## SPECIFIC CONDITIONS OF THE PURCHASED SUPPLY

### Scope of supply

This document represents the scope of the supply and therefore the commitment of Clariter® to provide the service “Automatic and Manual Technical Accessibility Assessment” guaranteeing its execution in a workmanlike manner, in accordance with the indications and timing agreed below with autonomous organization and management at its own risk; any violation of any of the conditions set forth herein in the articles shall result in Clariter®’s commitment terminating.

### Description of the service

Clariter® provides the Automatic and Manual Technical Accessibility Assessment on the customer's application through the QALYA® Sphere team. The service involves the analysis of a single application, either a website or mobile app.

5 working days are foreseen to complete the activity.

Following the activity, a Test Book is delivered containing the anomalies identified and the tests carried out in Excel format and a report in Word format summarizing the contents of the test book.

The following phases are envisaged for carrying out the activity, detailed in the following paragraphs:

- Software analysis
- Execution of automatic and manual tests on the sample pages
- Report delivery

### Dimensional parameters on which the supply is based

The technical accessibility tests are performed on one application chosen from among:

- web, defining the execution browser among Chrome, Edge, Firefox or Safari;
- mobile, to choose between Android and iOS.

Following the analysis of the chosen application, automatic and manual tests is performed on selected sample pages. The number of selected pages is defined according to Directive (EU) 2016/2102 governing accessibility.

## Macro-phases of the activity, timeline and engagement model

For the Testing for Accessibility, the guidelines defined by the legislation is be taken as a reference. The following Gantt chart shows the duration in days (highlighted in different colours) of each planned activity:

Activity	Day No.				
	1	2	3	4	5
Analysis					
Execution of automated and manual tests					
Report					

The following phases are foreseen for carrying out the activity:

- 1. Analysis:** Clariter®'s team of experts analyses the size of the app or website (number of pages) and highlights the number of sample pages on which the technical accessibility tests are performed.
- 2. Execution of automatic and manual tests:** execution phase of the automatic tests on the sample pages, using the LightHouse tool, axe-Core and axe-Dev, and the expected manual tests.
- 3. Report delivery:** drafting and delivery of reports generated by tests performed to evaluate technical accessibility.

## Obligations of the Customer

For the start of the activity to be possible, it is necessary that the Customer contacts Clariter® at the e-mail address [ecommerce@claritergroup.com](mailto:ecommerce@claritergroup.com), attaching the following checklist related to the details of the application that is the object of the activity (indicate with n.a. the field not relevant to the specific needs of the individual activity):

Automatic and Manual Technical Accessibility Assessment Checklist	
Application contact person:	

Application name:	
Application type:	
Component:	
Number of pages that make up the site:	
Environment:	
Specify any configurations required to be able to access the site/app environment	
Are there restricted areas that require credentials to be accessed?	
Specific Browsers/Specific Smartphone Models or Brands? If yes, please specify	
Is it necessary to test in a specific geographical area in order to test the site/app?	
Does the site/app allow you to take screenshots/recordings?	

It is strictly forbidden that, during the activity, especially during the conduct of the tests, changes are made to the application object of the activity. In case of violation of this requirement, Clariter® does not guarantee the final result, neither in terms of completeness nor accuracy.

In addition, the login credentials must remain valid for as long as the task requires.

## Outcome of the activity

The following deliverables are foreseen for this service:

1. Test Book, containing the anomalies identified and the tests performed in Excel format.
2. Summary report, a report in word format which summarizes the contents of the test book.

The provision provides only for the provision of the aforementioned results, in no case are included results not explicitly reported in this paragraph as well as any implicit results are not included even if these may seem logically connected to the results explicitly reported.

## Exceptions

Anything not explicitly indicated in the "Scope of supply" is excluded from this supply. Below are some of the exclusions, which are reported for the sole purpose of improving the readability of this supply:

1. Travel expenses, except for those, if any, indicated in the scope of supply,
2. Licensing costs of third-party products, if not those explicitly indicated in the scope of supply,

3. Support for the definition of user requirements, if not those explicitly indicated in the scope of supply,
4. Operating costs, if not those explicitly indicated in the scope of supply,
5. Request for the use of tools other than those explicitly described in the document,
6. Request for accessibility tests on more than 1 number of applications,
7. Request for accessibility tests on an application other than the one requested in the contract phase,
8. Request for operating systems or browsers higher than 1,
9. Request for operating systems or browsers other than those requested under the contract,
10. Requesting reports other than those described in this document,
11. Documentation different or additional to that described in this document,
12. Anything not explicitly indicated in the paragraph "Scope of supply".

## Appendix

Below is an excerpt from the report on the provision of Automatic and Manual Technical Accessibility Assessment.

### Test Cover

Nome Servizio/Applicativo	Portale E-Procurement: <a href="https://www">https://www</a>
URL Sito	<a href="https://www.c">https://www.c</a> <a href="https://www.c">it/</a>
Pagine analizzate con tool automatici	85 pagine score medio: 81/100
Pagine analizzate manualmente	45 pagine Pass: 198 Fail: 162 Not Applicable: 90
Failure rilevate con tool automatici	1451 failure univoche: A: 178 AA: 1273 AAA: 0 Best Practice: 0
Failure rilevate manualmente	95 failure univoche: A: 46 AA: 49 AAA: 0 Best Practice: 0

## Failure list Manual Test

#ID	Livello	Criterio	Functional Area	Title	Description	Step To Reproduce	URL	Page ID
TM001	A	2.1.1	Controlli interattivi attivabili da tastiera	Tasti freccia non funzionanti	link "Recupera password", "Gestisci"	Clicca sul dropdown in alto a destra	https://#1, #2, #3, #4, #5, #6, #7, #35, #40, #41, #49, #54, #56	
TM002	AA	1.3.5	Indicazione di scopo e stato per elementi interattivi	Focus non visibile	Gli unici elementi che ricevono il focus	Utilizza il tasto TAB per navigare	https://#1	
TM003	A	4.1.1	Utilizzo di elementi di riferimento HTML	Elementi di riferimento HTML	Ogni sezione della pagina non è collegata	Ispezione	https://#all	
TM004	AA	1.3.5	Indicazione di scopo e stato per elementi interattivi	Focus non visibile	Gli unici elementi che ricevono il focus	Utilizza il tasto TAB per navigare	https://#2, #3	
TM005	AA	1.3.5	Indicazione di scopo e stato per elementi interattivi	Focus non visibile	Gli elementi "LOGOUT", "ADMIN AREA"	Utilizza il tasto TAB per navigare	https://#4	
TM006	A	2.1.2	Focus non accidentalmente bloccato	Focus bloccato	Quando si aprono le combobox o i menu	Aprire le combobox ed usare il tasto TAB	https://#4	
TM007	AA	1.3.5	Indicazione di scopo e stato per elementi interattivi	Focus non visibile	Gli elementi "LOGOUT", "ADMIN AREA"	Utilizza il tasto TAB per navigare	https://#5	
TM008	AA	1.4.13	Focus utente diretto al nuovo contenuto aggiunto alla pagina	Focus non visibile	Dopo aver effettuato una ricerca il focus	Fai una ricerca e utilizza il tasto TAB	https://#5	
TM009	A	2.1.2	Focus non accidentalmente bloccato	Focus bloccato	Quando si aprono le combobox o i menu	Usare il tasto TAB	https://#5	
TM010	A	1.3.1 e 4.1.1	Controlli personalizzati con etichette associate	No etichette	Le textbox "Data pubblicazione dati"	Ispezione le textbox "Data pubblicazione"	https://#5	
TM011	A	1.3.1	Controlli personalizzati con ruoli ARIA	No ruoli	I radio button della ricerca avanzata	Ispezione i radio button della ricerca	https://#5	
TM012	AA	1.3.5	Indicazione di scopo e stato per elementi interattivi	Focus non visibile	Gli unici elementi che ricevono il focus	Utilizza il tasto TAB per navigare	https://#6	

## Inlab Test (Test List manual Test)

Page ID	Test ID	Test Description	Result
#1	1	Pagine con ordine logico delle schede	Pass
#1	2	Controlli interattivi attivabili da tastiera	Fail
#1	3	Indicazione di scopo e stato per elementi interattivi	Fail
#1	4	Focus utente diretto al nuovo contenuto aggiunto alla pagina	N/A
#1	5	Focus non accidentalmente bloccato in un'area	Pass
#1	6	Controlli personalizzati con etichette associate	N/A
#1	7	Controlli personalizzati con ruoli ARIA	N/A
#1	8	Ordine visivo compatibile con ordine DOM	Pass
#1	9	Contenuti fuori schermo nascosti alle tecnologie assistive	Pass
#1	10	Utilizzo di elementi di riferimento HTML5	Fail

## Not Passed (Automatic Failure List tools)

#ID	Componento	Livello	Criterio	Functional Area	Area Funzionale	Title	Titolo	Description	Descrizione	Rejected Element	Detail	URL	Page ID	Tool	ID	Itemid	ItemPath	ItemNodeLabel	ItemExplanation
D00001	Desktop	AA	1.4.3	Contrast	Contrasto	Backgroundi colori di	Low-contrast	Il testo a basso	div.form-group > app-cin	https://#6	Lighthouse	color:3-0-INPUT	1.HTML1.BQ	div.form-group > ag	Fix any of the follow				
D00002	Desktop	AA	1.4.3	Contrast	Contrasto	Backgroundi colori di	Low-contrast	Il testo a basso	div.form-group > app-cin	https://#6	Lighthouse	color:3-1-INPUT	1.HTML1.BQ	div.form-group > ag	Fix any of the follow				
D00003	Desktop	AA	1.4.3	Contrast	Contrasto	Backgroundi colori di	Low-contrast	Il testo a basso	div.form-group > app-cin	https://#6	Lighthouse	color:3-2-INPUT	1.HTML1.BQ	div.form-group > ag	Fix any of the follow				
D00004	Desktop	AA	1.4.3	Contrast	Contrasto	Backgroundi colori di	Low-contrast	Il testo a basso	div.general-containe	https://#6	Lighthouse	color:3-3-SPAN	1.HTML1.BQ	Via Salaria,691 - 001	Fix any of the follow				
D00005	Desktop	AA	1.4.3	Contrast	Contrasto	Backgroundi colori di	Low-contrast	Il testo a basso	div.general-containe	https://#6	Lighthouse	color:3-5-SPAN	1.HTML1.BQ	P.IVA 00880711007	Fix any of the follow				
D00006	Desktop	AA	1.4.3	Contrast	Contrasto	Backgroundi colori di	Low-contrast	Il testo a basso	div.general-containe	https://#6	Lighthouse	color:3-6-SPAN	1.HTML1.BQ	Società per Azioni	Fix any of the follow				