

## 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 “**Support for the Accessibility Statement**” 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 **Support for the Accessibility Statement** service of the Customer's application thanks to two of Clariter®'s main suites: **Qalya® Sense** and **Qalya® Sphere**.

Clariter® guarantees the preparation of the documentation necessary for the compilation of the Accessibility Statement, maintaining a solid anchorage to the dynamic regulatory evolution of the sector and guiding the use of tools, forms, and documents prepared by the accessibility regulator so that it is in line and updated concerning the directives and regulatory deadlines to be respected.

To support the Customer, the compilation of the Declaration is accompanied, and possibly anticipated, by the support for the drafting of the Self-Assessment Model, made available online and attached to the Guidelines. It marks all WCAG success criteria that are unmet and must necessarily be described in the Accessibility Statement to be progressively adapted and to alert users who intend to navigate the application.

When preparing the Accessibility Statement, Clariter® fills in the entries relating to Section 1, that are connected to the non-conformities found with respect to the requirements set out in Annex A to the UNI EN 301549: 2018 (WCAG 2.1) standard, concerning the description of what emerged from the Technical Accessibility Verification of the application. If the Feedback Mechanism of the application is already available (with which the user who browses can directly report to the Business Owner or to the application manager, the critical issues in terms of accessibility encountered) the customer receives an Accessibility Statement integrated with it. If this does not happen, the customer will have to integrate the link later through the integration of the URL to access the channel.

To carry out the activity, the following phases are foreseen, deepened in the following paragraphs:

1. Compilation, strictly by the Customer, of the checklist, as indicated in the paragraph *Obligations of the Customer*;
2. Context analysis;
3. Establishment of the evaluation group (GdV) and Execution of the Tasks;
4. Data analysis and drafting of the Final Report.

**Dimensional parameters on which the supply is based**

For this activity, support is provided for n. 1 Accessibility Statements, identified through a unique IP related to the reference site or app.

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

For the support for the Accessibility Statement, the guidelines defined by the legislation are 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	6	7	8
Analysis of the results of the Automatic and Manual Technical Assessment of Accessibility								
Compilation of the Self-assessment Model & the facsimile of the Accessibility Statement								
Sending output								

Below is a detailed description of the individual phases:

1. **Implementation of the results of the Technical Accessibility Verification.** Within the Accessibility Statement it is necessary to enter the WCAG success criteria not met in the application which are detected during the Technical Assessment of accessibility.
2. **Compilation of the Self-Assessment Model and the facsimile of the Accessibility Statement:** once the results of the Technical Assessment of accessibility have been received, the Qalya® Sense and Sphere teams, jointly, take care of the compilation

of the Self-Assessment Model, and then, create a Word document representing the Accessibility Declaration. The facsimile follows the Guidelines required by law and in it are compiled the items relating to Section 1 connected to non-conformities found with respect to the requirements of Annex A to the UNI EN 301549: 2018 (WCAG 2.1) standard.

**3. Sending the output:** once the operations related to the drafting of the aforementioned documents have been completed, Clariter® sends the output to the customer.

### 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):

Accessibility Statement Checklist	
Application Name:	
Application Type (App, website):	
Link/IP application access:	
Report and Test Book of the Technical Assessment of Accessibility:	
Registered office of the holder of the application:	
If already prepared, link to the Feedback Mechanism:	

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 final report includes the following elements:

1. **Self-assessment Model**, representing the details of the individual WCAG criteria indicating whether they are *met*, *not met* or *not applicable*;
2. **Facsimile** of the Accessibility Statement in Word format that allows the customer to deal only with the compilation of specific fields requesting information not in the possession of Clariter® (Section 2 of the Accessibility Statement) through the system dedicated to the Public Administration, in the case of a public administration body, or on the page dedicated to Accessibility in the case of a private entity.

The provision provides only for the aforementioned results. In no case results not explicitly reported in this paragraph are included 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. Anything not explicitly indicated in the paragraph "Scope of supply".

## Appendix

Below is an excerpt from the report on the provision of **Support for the Accessibility Statement**.

## Applicable

### Accessibility Statement

The **application manager** undertakes to make **its website** accessible, in accordance with Legislative Decree which has implemented EU Directive 2016/2102 of the European Parliament and of the Council.

This accessibility statement applies to "**application**".

[www.application.it](http://www.application.it)

### Section 1

Contents in compliance with EU Implementing Decision 2018/1523.

#### COMPLIANCE STATUS

This **application** partially **complies with the requirements of Annex A to the UNI EN 301549: 2018 (WCAG 2.1) standard due to the cases of non-compliance and / or the derogations listed below.**

#### INACCESSIBLE CONTENT

The contents listed below are not accessible for the following reasons:

##### non-compliance with the law

1. Brief description of the unmet success criterion
2. Brief description of the unmet success criterion
3. Brief description of the unmet success criterion

#### DRAFTING OF THE ACCESSIBILITY STATEMENT

The declaration was ddd-mm-yyyy.

The declaration was made using an assessment that complies with the requirements of Directive (EU) 2016/2102 by means of an assessment **carried out by a third party.**

#### FEEDBACK AND CONTACT DETAILS

The application managing body shall provide the feedback mechanism to be used to notify cases of non-compliance and to request information and content that is excluded from the scope of the Directive.

#### Feedback mechanism:

[www.feedback.it](http://www.feedback.it)

**Email of the person responsible for accessibility (RTD):** xxx@xxx.it

#### IMPLEMENTATION PROCEDURE

Implementation procedure pursuant to art. 3-quinquies, paragraph 3, L. 9 January 2004, n. 4 s.m.i..

The user can send the complaint to the Digital Ombudsman, established pursuant to art. 17 paragraph 1-quarter CAD, exclusively following an unsatisfactory response or failure to respond to the feedback notified to the provider.

#### [Complaint to the Digital Ombudsman](#)