

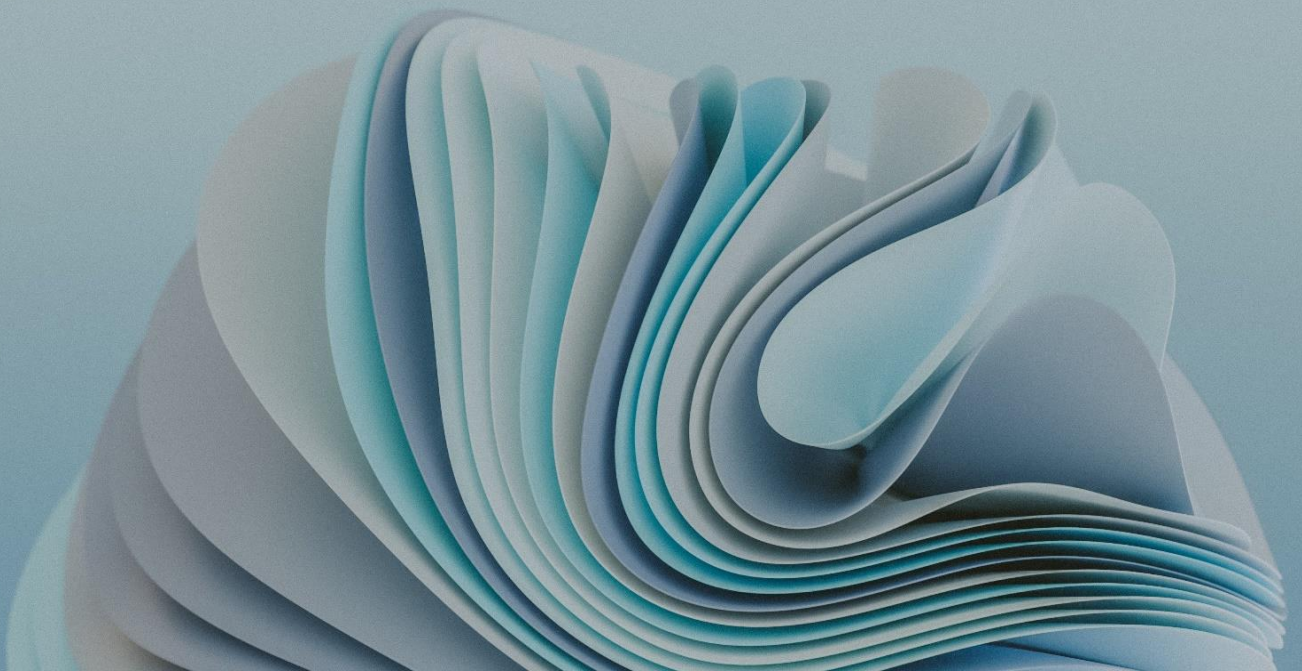
ZOONOU

G-Cloud 13

Accessibility Services

Service Definition Document

Crown
Commercial
Service
Supplier



Our Accessibility Services

We are experts in public sector accessibility regulations and GDS best practise; our accessibility services empower our clients to create digital public services that are efficient, cost-effective and work for everyone.

Our accessibility services include:

01. WCAG Auditing
02. Assistive Technology Testing
03. Compliance Statements
04. Disabled User Testing
05. Training and Workshops
06. PDF Auditing

Our services integrate with all stages of the digital lifecycle, from discovery and alpha to beta, live and maintenance.

01. WCAG Auditing

Our WCAG audits go beyond identifying and logging issues - we'll show you how they impact your users, help you prioritise fixes and provide remediation advice.

We manually test your web or mobile application for compliance against The Web Content Accessibility Guidelines (WCAG) 2.1 and 2.2. We test to all levels of conformance - A, AA and AAA. Our manual testing is supplemented by automated scanning to increase speed and coverage.

Identified issues will be logged into your preferred issue tracker and we produce a final report that sets out an executive summary and the WCAG pass/fail results.

Throughout the process, our Consultants are on hand to discuss findings and provide support to your development team to help resolve issues. Once fixes have been implemented, we will verify each issue and publish an updated report.

02. Assistive Technology Testing

Our manual WCAG compliance checks are complimented by testing user journeys with assistive technologies.

Combining our extensive mobile device library with screen readers, magnifiers and speech recognition software, we test components and templates to identify issues that affect your users. Our device list is defined to meet Government Digital Service (GDS) standards.

Assistive technology testing helps to ensure your website or mobile app is usable by everyone no matter how they are accessing or using it.

03. Compliance Statements

After auditing your service, we can provide you with an accessibility statement. This is an open declaration of your current level of conformance and commitment to accessibility.

It outlines the overall accessibility of your service based on WCAG 2.1 /2.2 and provides advice on how to achieve desired outcomes when faced with accessibility barriers.

To comply with current legislation, you must publish an accessibility statement on your website.

04. Disabled User Testing

User testing is a fundamental part of web design. Including users with disabilities provides real-world insight into your website based on lived experience.

In partnership with the Royal National Institute for Blind People (RNIB), we recruit a diverse range of disabled users to provide feedback on your key user journeys and highlight any potential barriers or user experience issues.

The test sessions are moderated by our consultants; we will analyse the findings and produce a report that summarises the issues and provides recommendations on how to resolve them.

All sessions are recorded and can be delivered as part of the final report; however, we encourage our clients to observe the live sessions.

05. Training and Workshops

Our training and workshops are designed to build knowledge and skills within your teams. Increasing their confidence and empowering them to put accessibility at the centre of their work.

Whether you're looking to introduce the fundamentals of digital accessibility to your organisation or train a particular team or department, our training is tailored to your needs and goals.

The workshops include interactive exercises, Q&As and can be delivered on-site or remotely - giving your teams access to the same expert training no matter where they are located.

06. PDF Auditing

We can support your accessibility journey beyond your website, mobile or digital application; our PDF auditing service will identify issues within your documents and demonstrate how these impact your users.

Who we are

Zoonou is one of the UK's leading software testing and QA services companies. With a comprehensive portfolio of specialist testing services, the UK's largest device library and over 15 years' experience, we are the QA partner of choice for over 250 public and private sector clients every year.

We solve project-specific testing needs and look at how QA and testing can be improved more widely; helping our clients deliver measurable efficiency gains and improved business outcomes.

We use consistent methodologies and proven approaches in building robust testing processes while being flexible to respond to our clients' unique needs and priorities.

We have proven experience in testing cloud-based applications in line with GDS service design standards.



What we do

Combining technical delivery and advisory services, we provide our clients with cost-effective QA solutions that are independent, measurable and robust.

We offer a broad range of services across all QA and testing capabilities:

01. Functional Testing

Verify your services meet expected requirements through manual scripted and exploratory testing.

02. Cross-Device Testing

Test across multiple devices and browser combinations to ensure users can access services from a broad range of hardware.

03. Accessibility Testing

Ensure services work for everyone, meet WCAG guidelines and comply with Government regulations.

04. Usability Testing

Identify unmet user needs and make data-driven decisions with real feedback from your service users.

05. Penetration Testing

Optimise your information security and ensure a secure service for your users.

06. Load Testing

Ensure consistency of service during critical times by verifying stability and responsiveness.

07. Test Automation

Release updates faster, reduce costs and improve efficiency.

08. Advisory & Consultancy

Improve your software testing and QA strategy with advice on best practise, tools and process.

Our values

Our values shape our culture and define our character. They serve as a foundation for the mindsets we embrace, the choices we make and the actions we take; they provide the backbone to our company culture and underpin all our client relationships.

01. Observance

We observe our own and collective behaviours - we choose to reflect instead of reacting. Taking a step back helps us to maintain our focus and self-awareness, so we make thoughtful and intentional decisions.

02. Curiosity

Curiosity is at our core. We see the potential in ourselves and in others; nurture inquisitive ways of thinking through exploration, investigation, and learning; we embrace a growth mindset. We tackle challenges head-on, seeing them as opportunities to learn and grow.

03. Positivity

Bring optimism and enthusiasm. Positivity in all things is not always possible but we strive to approach every interaction or situation with a positive outlook, assuming the best of every person we interact with. Attitude and energy are infectious - be the catalyst for happiness.

04. One Team

We are our people. Our shared goals build bonds that create trusted and open spaces where our team can bring their whole selves - authentic and diverse. We are accountable to one another, value each other's opinions and communicate with clarity and kindness.

Our credentials



Zoonou is certified to ISO 27001 and ISO 9001; Cyber Essential Plus accredited; a CREST member company. All Zoonou employees have BPSS (Baseline Personnel Security Standard) as a minimum level of clearance.

These certifications demonstrate Zoonou's commitment to information security and provide assurance on our approach to risk management.

More information on how we use and process data can be found in our [privacy policy](#).

We are a Gold Partner with the International Software Testing Qualifications Board (ISTQB) and a Crown Commercial Service (CCS) Supplier.

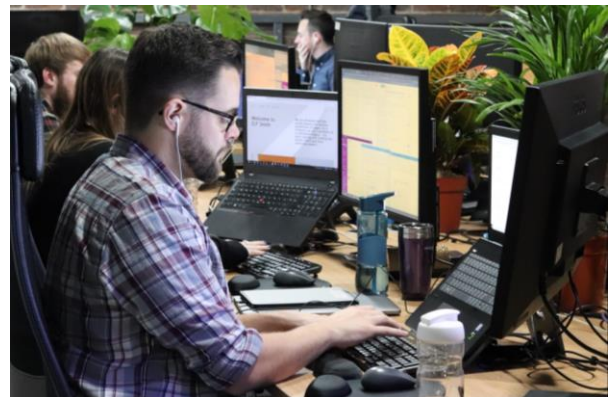
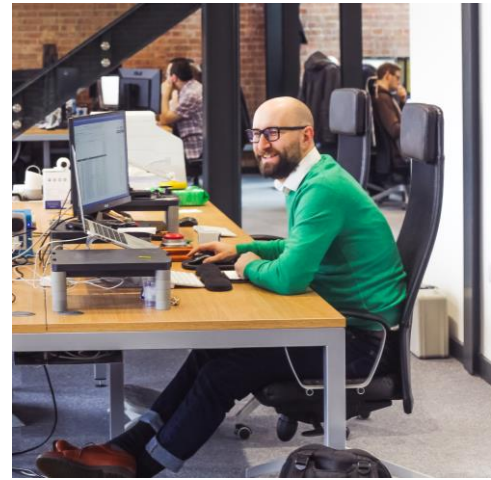
How we work

We work in multi-disciplinary teams, bringing together the skills and experience needed for each project. Our teams are permanent, UK-based, Zoonou employees and bring with them varied and extensive industry experience that adds value to all client engagements. **We are not affected by changes to IR35 regulations.**

Adopting a 'one team' mind-set, we work collaboratively with our clients. This helps to transfer knowledge and develop their own internal capability – we leave our clients in a great place when the project ends.

We are experts in working remotely with our clients and colleagues across the UK. Testing can also take place at our Sussex head office, or when required, at our client's location.

Our services support both Agile and Waterfall projects and programmes. We can adapt our QA methodologies seamlessly to our clients preferred working practise.



Our project delivery

01. Client onboarding

We appoint a dedicated Account Manager who will take care of the initial commercial documents, including a mutual NDA.

02. Discovery and scoping

We review the software under test and supporting documents such as wireframes, designs, functional specification and user journeys.

03. Test proposal & project deliverables

Your Account Manager will provide you with a proposal for the test requirement, detailing the approach, methodology, plan, schedule and estimated costs.

04. Project kick-off

A dedicated Project Manager will be assigned to the engagement. They will be your main point of operational contact to ensure that everything runs smoothly, and we have everything we need to carry out the agreed activities.

05. Test execution

Our Test Analysts and Technical Service Specialists will carry out all planning, scripting and execution activities.

06. Reporting

Detailed issue and defect reports are submitted in real time on each day of test using your online tracking management system (or we can provide one if you don't have one). Your Project Manager will collate and share a Testing Report at the end of each day of test or at agreed milestones.

07. Project offboarding

Upon delivery of a final report, our Project Manager will advise you of any recommended next steps. Your Account Manager will follow up to arrange a review meeting to discuss the project and we will also automatically distribute a questionnaire to gather further feedback.

Our clients

Zoonou has over 10 years' experience of working with public sector organisations, ranging from central government departments and agencies through to local authorities, housing associations and the energy sector.

Our clients include:



The
Electoral
Commission

Users can quickly find and access independent research with a frictionless user experience.



Prince's Trust

Raising money and getting fit with a responsive and scalable mobile application.



Cyfoeth
Naturiol
Cymru
Natural
Resources
Wales

Avoiding downtime and creating efficiencies across business critical applications.



Brighton & Hove
City Council

Making it easier and faster for residents to access local services online.



What our client say...



The team at Zoonou were integral in our efforts to build a new accessible website particularly in line with the new regulations. The team is easy to work with providing a friendly, reliable, and professional service, with excellent communication and very good quality work throughout. We see them as a trusted partner and the perfect extension of our development and content teams.

Thomas Davies
Digital Communications Manager
Brighton & Hove City Council



Zoonou have been great in helping us add an extra level of security and stability to our web builds. We have a very small in-house testing team, but some very large projects; and Zoonou were able to step in, either at project kick-off, or to check some late feature additions, and adapted comfortably to all the testing challenges we threw at them.

Dan Marsden
Head of Production
Numiko



Since we started working with the Zoonou team back in 2019, we have seen a real benefit from our open and collaborative working relationship and Zoonou has become a key partner for helping us to deliver quality digital products to our clients.

Julia Sang
Studio 24
Senior Project Manager



Having Zoonou provide their advice and support for how to structure testing for our agile development process was invaluable. They're diligent and professional at all times, and their flexible approach is incredibly helpful when organising each sprint. Zoonou have proved to be an essential part of our delivery process.

James Watson
Senior Project Manager
Kineo



Our first project with Zoonou was extremely valuable in helping us develop an accessible new site; they clearly understood the nature of our organisation and our website. Their rigour, flexibility, and responsiveness made them an obvious choice for usability testing.

Tim Crowley
Head of Digital Communications
The Electoral Commission



We have been working with Zoonou for quite a long time now - they are really easy to work with, and everything is transparent and detailed. They work alongside our process seamlessly, and provide a great service. They have proved invaluable to us in the years we have been working together, and I would recommend them to anyone.

Ben Franklin
Technical Director
Quba



I'm a huge fan of Zoonou. QA is thorough, tickets are very clear, communication is always clear and timely, and initial engagement is always smooth, and there's flexibility when we need it.

Tania Zemljak
Senior Producer
Google UK



Our overall experience with Zoonou was excellent and I would highly recommend them to other small public-sector bodies working towards compliance with the Accessibility Regulations.

Joe Chapman
Freedom of Information Officer
Scottish Information Commissioner



We've found the level of professionalism and quality of testing from the Zoonou team to be of the very highest standard. The team are highly skilled at what they do, organised and thorough. Their collaborative and flexible approach has really helped ease through the delivery of the project and ensure the best possible experience for job seekers and employers nationwide.

Scott Hunter
Head of Government Services
Adzuna



Contact us

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Additional Information

01. Details of the level of backup/restore and disaster recovery that will be provided

Not applicable for this service.

02. Training

To be defined in individual project Statement of Work (SoWs).

03. Any onboarding and offboarding support you provide

A dedicated Zoonou Account Manager will guide you through our onboarding and offboarding processes, as detailed in the 'How we work' section of this service definition document.

04. Your implementation plan if you're successful

We work with each Client to define a tailored implementation plan based on the Client's specific needs and project requirements.

05. A pricing overview, including volume discounts or data extraction costs

This is provided in the pricing document.

06. Service constraints like maintenance windows or the level of customisation allowed

Not applicable for this service.

07. Service levels like performance, availability, and support hours

Not applicable for this service.

08. How you'll repay or compensate buyers if you do not meet service levels

This will be defined in individual project SoWs and terms and conditions.

09. Data restoration / service migration

Not applicable for this service.

10. The ordering and invoicing process

To purchase our services email digitalgov@zoonou.com or call us on +44 (0) 1323 433700. An SoW will be created to define the scope of the project, deliverables, timelines and cost. The SoW will be electronically signed by the relevant Client and Zoonou stakeholders. Unless otherwise agreed, invoices are issued with 30-day terms, payable by BACS transfer.

11. How buyers or suppliers can terminate a contract

These are specified in our Terms & Conditions document.

12. After sales support

Your assigned Account Manager will arrange regular reviews and catch-up meetings with you to ensure that you are happy with the services provided and to identify any areas where additional support is required.

13. Any technical requirements

To be defined in individual project SoWs.

14. Customer responsibilities

To be defined in individual project SoWs.

15. Details of any trial service

Not applicable for this service.
