

Service Definition Accessibility Testing

Fimatix UK Ltd

**G-Cloud 15
Lot 3 Cloud Support**

G-Cloud 15 Lot 3 – Accessibility Testing and Assurance Service

Supplier

Fimatix UK Ltd

Service overview

This service helps public-sector organisations ensure digital services are accessible, usable, and inclusive. It provides structured accessibility testing and assurance aligned to **WCAG 2.2 AA** and public-sector accessibility requirements, supporting early issue detection, effective remediation, and sustained compliance.

The service combines automated accessibility testing with expert manual assessment and is designed to integrate seamlessly into Agile and DevOps delivery, reducing risk while improving usability for all users.

What the service includes

The service can include the following activities, tailored to buyer needs:

- Accessibility testing aligned to WCAG 2.2 AA success criteria
- Combination of automated and expert manual accessibility testing
- Keyboard navigation, screen reader, focus management, and semantic structure testing
- Accessibility regression testing to prevent reintroduction of known issues
- Integration of accessibility testing into CI/CD pipelines
- Clear defect reporting with prioritisation and remediation guidance
- Accessibility evidence to support assurance, audit, and live service readiness

This is a professional testing and assurance service.

Typical use cases

Buyers typically use this service when:

- Preparing a digital service for Alpha, Beta, or Live assessment
- Reducing accessibility risk ahead of public release
- Embedding accessibility into Agile and DevOps delivery
- Demonstrating compliance with public-sector accessibility obligations
- Improving usability and inclusion across digital services

Service delivery approach

Accessibility testing begins with discovery and planning to align testing scope with service context, user journeys, supported platforms, and accessibility obligations.

Automated accessibility testing is used to provide consistent, repeatable coverage of common accessibility issues. Expert manual testing is used to validate findings, assess real-world usability, and identify issues automated tools cannot detect.

Where appropriate, validated tests are automated and integrated into CI/CD pipelines to support regression testing and early detection of accessibility issues. Findings are prioritised by user impact and WCAG conformance level, with clear remediation guidance provided to delivery teams.

AI-assisted tooling may be used to support analysis and reporting, but decisions and assurance remain under human oversight.

Service outputs and outcomes

Typical outputs may include:

- Accessibility test reports mapped to WCAG criteria
- Prioritised accessibility defect lists with remediation guidance

- Accessibility regression test packs
- Evidence to support assurance, audit, and compliance reporting

Expected outcomes include:

- Reduced accessibility risk and remediation cost
- Improved usability for users with disabilities
- Earlier identification of accessibility issues
- Increased confidence in accessibility readiness for live service release

Data protection and information assurance

Fimatix operates information security and quality management processes aligned with **ISO/IEC 27001** and **ISO 9001**. Any access to systems or data required for testing is agreed in advance and limited to what is necessary.

Personal data is not required for accessibility testing unless explicitly agreed and is handled in accordance with UK GDPR and data protection legislation.

Onboarding and offboarding

At service start, scope, environments, access requirements, and reporting formats are agreed. A named delivery lead coordinates activities with buyer teams.

At service end, all agreed test artefacts, reports, and evidence are provided to the buyer, and access to systems is removed.

Service levels

This is a professional testing and assurance service and does not include technical uptime or availability SLAs. Performance is managed through agreed objectives, delivery milestones, and regular progress reviews.

Pricing and commercial model

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price testing engagements for defined scopes may be agreed where appropriate.

Invoicing is monthly in arrears.

Service constraints

- This service provides accessibility testing and assurance only and does not provide formal certification
- Automated testing alone cannot identify all accessibility issues
- Findings depend on the stability and availability of test environments
- Final decisions on remediation and release remain with the buyer

Customer responsibilities

Buyers are responsible for:

- Providing access to suitable test environments and documentation
- Ensuring representative content and test data is available
- Acting on accessibility findings and recommendations

Experience

Fimatix has supported public-sector organisations with accessibility testing and assurance for digital services operating at scale, including services delivered using Agile and DevOps approaches.

References and case studies are available on request.

