The Buyer Needs

Name	About
The Buyer Needs	The Department for Work and Pensions (DWP) needs an audit of Universal Credit Full Service (UCFS) to ensure the online content is compliant and accessible, works with assistive technologies and meets WCAG 2.1 level AA.

1. REQUIREMENT FACT FILE

Project Lead:	**[REDACTED]**
Buyer:	The Department for Work and Pensions (DWP) Universal Credit Full Service (UCFS)
Delivery Location:	Caxton House	Tothill Street	London	SW1H 9NA
Latest Start Date:	01st October 2018
Expected Contract Length:	To be completed by 21st December 2018

2. THE REQUIREMENT

2.1 SUMMARY OF THE REQUIREMENT

The Department for Work and Pensions

DWP is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 18 million claimants and customers.

The Department's priorities include:

- running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
- creating a fair and affordable welfare system which improves the life chances of children
- delivering outstanding services to our customers and claimants
- delivering efficiently: transforming the way we deliver our services to reduce costs and increase efficiency

Universal Credit

Universal Credit consists of a single monthly payment for people in or out of work. It replaces several other benefits including income-based jobseekers allowance, child tax credit and housing benefit. It is a fundamental change to work and welfare that is already transforming lives for the better. It is welfare reform in action: changing the dynamics in the system, making things simpler and ensuring work pays.

Universal Credit enables claimants to make and manage their Universal Credit claim online. DWP encourages and supports claimants to use the Universal Credit service (via www.gov.uk) as their main channel for all activity, with telephony and face-to-face services available to support those who require additional help. DWP staff use the Universal Credit service to manage their caseload including communicating with claimants, work coaching, verification activity and appointment booking.

The Universal Credit live service, available to single jobseekers with simple claims, has been implemented in all jobcentres in Great Britain. When claimants are required to book appointments they phone up the appropriate job/service centre. The Universal Credit full service (UCFS) is available to all claimant types and enables claimants to make and manage their Universal Credit online. UCFS currently operates in 359 jobcentres and 26 service centres, and has approximately 705K awards. By the end of December UCFS will be rolled out to every jobcentre in the country. Our overarching priorities currently are Operational efficiency and customer experience, Technical and security and Policy delivery.

The Department for Work and Pensions (DWP) needs an audit of UCFS to ensure the online content is compliant and accessible, works with assistive technologies and meets WCAG 2.1 level AA.

Potential Suppliers must have specialist knowledge and experience of helping organisations conduct an extensive audit and provide a comprehensive report which includes conformance failures based on the stated requirements of WCAG 2.1 (Draft) AA guidelines and ISO 9241-171:2008.

The key features that DWP require for this project include the following:

Previous **Agile** development experience would be useful when working on an agile project such as UCFS.

Because of security considerations and support for the development team, the only way that the product can be tested is via **Onsite Testing**.

Development will be done using the latest web development standard **HTML5.** Suppliers should be working with this technology to maximize compatibility with the latest web technologies.

WAI-ARIA is a critical component for accessibility. Suppliers should have experience in working with WAI-ARIA development to ensure the product be as accessible as it needs to be.

PDF/UA is the only widely-known accessibility standard for PDF documents. All documents that are produced by UCFS need to be PDF/UA compliant so that they are compatible with assistive technologies because they are a key part of some of the user journeys.

Scope of Audit

Desktop Conformance

We require the Supplier to conduct a desktop conformance audit of the three online journeys, Claimant, Agent and Landlord Portal;

- Claimant - **54 pages**
- Agent - **75 pages**
- Landlord Portal - **13 pages**

The Claimant section is the priority for testing and audit methodology should involve checking the components of each page in the sample against WCAG 2.1 AA criteria.
Agent and Landlord Portal journeys to be audited against WCAG 2.1 AA criteria.
Any element which fails must have a fuller write up in an audit report detailing the guideline that has failed, the impact on the user, screenshots detailing the issue and a proposed solution.
Supplier to then implement the solution and where necessary provide alternative approaches to ensure compliance with the guidelines.

Downloadable documents

In addition to the audit which focusses on webpages we need to ensure any downloadable content also meets accessibility standards and is fully WCAG 2.0 and PFD/UA compliant.

A sample of five PDF's will be assessed;

- Consider backdating claim V2 **(9 pages)**
- Payment Arrangement v11 **(11 pages)**
- Verification of Private Rented Sector Housing Costs v16 **(7 pages)**
- Verify additional support for children v4 **(11 pages)**
- Verify Identification v23 **(12 pages)**

Periphery Toolset

We also need to assess a sample of the content of the periphery toolset which needs to meet the required accessibility standards to create a fully compliant end to end user journey.

A sample of eight tools will be assessed;
- SMOP Tool (excel)
- UCOP Tool (excel)
- DMS 3 (excel)
- UC Advance Correction Form (excel)
- Complex Needs Toolkit (excel)
- Handover Tool (excel)
- Articulate Products
- UC47 (Completed by Landlords)

Mobile access

As more people access websites on mobile devices we need to ensure that the UCFS website works on all platforms, hence there are multiple additional checks needed for responsive devices which will need to be carried out on;

Android

Android 5.1.1
Android 6.0.1
Android 7
Android 8.0.0

iOS

iOS 11.3
iOS 11.4

Duration

The contract will have a duration of three months during which time the audit needs to be completed, unless terminated by the Authority in accordance with the terms of the contract.

Stage 1 - Orientation:
- Meeting the team, stakeholders
- Presenting service to be provided, process, goals and objectives
- Assessment of whether AA or (AAA for Claimant journey) is feasible. Introduction to WCAG 2.1 (new guidelines just released)
- Equipment and software setup
- Walk-through of the key journeys
- Planning

Stage 2 - Testing:
- Onsite testing, includes developer support, pre-production code review and best practice research
- Meetings, presentations and admin.

Exclusions

Usability and Physical access

At this point the supplier will not be required to provide an assessment of 1-to-1 user testing and physical access to premises to ensure Universal access to services is being provided.

2.2 REQUIREMENT BACKGROUND

As outlined above we have a requirement from the Department for Work and Pensions for an Accessibility Audit for Universal Credit Full Service, for which you are invited to submit your quote by **12:00 August 24th 2018**.
You are also requested to provide details of a member of your staff to act as a customer liaison officer to take the lead on this requirement should your bid be successful.

Technical Requirements

An independent accessibility audit is required to provide evidence that Universal Credit works with assistive technologies and meets level AA of WCAG 2.1 and ISO 9241-171:2008. The three apps are conventional multi-page apps accessed in a web browser, which follow a simple design with minimal JavaScript by today's standards. Much of the service uses shared components.

Agent: internal web app accessed by staff using Windows 7 on desktop on IE11, but Firefox is also currently used. Assistive tech currently in use:
Screen Readers: JAWS 17, Texthelp Read&Write Gold 11.5.
Screen Magnifiers: ZoomText 10.11.7.4, Supernova 16
Speech Recognition: Dragon 14

Claimant: public facing web app with a high proportion of access on mobile devices (~79%).
Gov.uk minimum requirements for assistive tech:
Screen Readers: JAWS 15+, NVDA 2016+, VoiceOver on iOS10+ and OSX.

Screen Magnifiers: ZoomText 10.11+
Speech Recognition: Dragon 11+

Landlord Portal: web app accessed by third parties.

Gov.uk browser support:
Windows: IE11, Edge (latest - 1), Chrome (latest - 1), Firefox (latest - 1)
macOS: Safari 9+, Chrome (latest - 1), Firefox (latest - 1)
iOS: Safari for iOS 9.3+, Chrome (latest - 1)
Android: Chrome (latest - 1), Samsung internet (latest - 1)

Security Requirements

Supplier will be using their own IT equipment to conduct the audit which is estimated to take several weeks.
Auditing will be done against a preview machine (this allows a like for like experience without actually using the live service)

Initial device security requirements are listed below:
- The system (e.g., Laptop/tablet etc) must only be connected to the designated environment under test
- No other connections will be permitted/established, whilst the system is connected to the environment under test
- The system must employ a recognised full disk encryption capability
- The system operating system must be a supported version

- The system must be maintained and up to date with regards to operating system, program and application security patches
- The system must operate an up to date Antivirus and Firewall capability
- The user must not be logged in as a Local Administrator when connected to the environment under test
- All data collected as part of the test must be purged from the system after completion
- Use of external media is not permitted
- All testers accessing the environment under test must hold at least BPSS security clearance

Terms & Conditions

This is procured under the CCS G Cloud 9 framework terms and conditions including GDPR variation.

Payment will be by purchase order.